Touch Desk

Bowling Center Management System

User's Guide

By A.K.Microsystems International
www.touchscore.com

IMPORTANT SAFETY WARNING!

The software described here may be installed in such a way as to facilitate control of the pinspotters and bumpers. In this case, this software may activate and cycle the pinspotters and bumpers AT ANY TIME and WITHOUT ANY WARNING. It is therefore ESSENTIAL that other safety devices are installed to prevent personal injury from the pinspotters and bumpers.

If preferred, this software can also be installed without pinspotter and bumper control, without affecting its ability to perform other functions.

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1. Welcome to Touch Desk

Touch Desk is a front desk and back office management system for bowling centres using Touch Score or a wide variety of legacy scoring systems.

Touch Desk supports regular 10 pin, Candlepin, 2 and 3 ball Duck Pin and 5 Pin bowling.

Touch Desk combines control of the scoring system with a full featured Point of Sale with online ordering, Customer Database, and Booking Sheet.

Multiple terminals can be installed throughout a bowling centre, including in cafes, pro shops, bars etc.

Touch Desk links to CDEs league and tournament programs for online processing of leagues and tournaments.

Touch Desk exports daily takings to an accounting package such as QuickBooks for complete centre accounting.

Touch Desk has a powerful and flexible reports section capable of delivering the information needed to get the most out of a bowling centre.

Touch Desk is very flexible and offers many setup options, yet daily operation is very simple.

Touch Desk stores all data in an open source FireBird database which can be readily accessed by third party programs.

Touch Desk requires Windows 10 or 11, 64 bit.

See Admin ▸ Lane Server ▸ Configure for a list of supported scoring equipment.

2. Using Help

This document can be accessed in the following ways:

- Click on the **Help** button on the Touch Desk screen for which you require help. This document will then open at the appropriate section.

- Click on the **?** symbol that appears on the top right corner of most screens in Touch Desk, then click on a specific item on the screen for which you require help. This document will then open at the appropriate page.

- A printable PDF version of this document is available in ***Start ▸ Programs ▸ Touch Desk.*** Acrobat Reader is required to view or print this file.

Further information is available at www.touchscore.com

3. Installation and Setup

This section covers the installation and setup of Touch Desk that is required prior to first use. It also details the hardware requirements for each component. See Additional Setup for more setup tasks after installation.

Touch Desk supports multiple terminals within the one bowling centre. Each Touch Desk terminal shares access to a single database, and a single connection to the scoring system.

The four main components of Touch Desk are:

- **Database Server** – The **Database Server** computer stores the main Touch Desk Database. An open source program called the Firebird Database Server manages all interaction with the database.

- **Lane Server** – The **Lane Server** computer connects to the scoring system via a Scorer Interface Unit on a USB port or a network connection. A USB Key (dongle) is usually required for the Lane Server. Alternatively a software key may be provided.

- **Touch Desk Terminals** – any computer on which the Touch Desk program is used is referred to as a Touch Desk terminal.

- **Digital Signage** – any computer, including a Touch Desk terminal, that is to be used to display digital signage.

All these components may be located on a single computer, with additional terminals added as needed. This arrangement has the advantage of providing at least one working terminal in the event of a network breakdown.

Alternatively, each component can be located on a separate computer. In these cases, a high speed network should be used to ensure satisfactory performance.

A wireless network may be used to connect a portable terminal, but the wireless terminal may be slower to use that a wired terminal.

The **Lane Server** is usually on whichever computer is most easily connected to the scoring system. This often depends upon the existing wiring.

The **Database Server** will usually also be on the **Lane Server** computer. The Touch Desk database file (*Touch Desk.FDB*) should be backed up regularly. In order to use the Touch Desk backup system, there must be a Touch Desk terminal installed on the **Database Server** computer. Therefore if you have only one Touch Desk terminal licence, the **Database Server** should be on the same computer as the Touch Desk terminal.

The *Touch Desk Setup* program will install all the components needed for each computer. Always install or update all components from the same source to ensure all are compatible versions.

Each computer must have Windows 10 or 11, 64 bit.

The user must be logged in as a Windows Administrator to install Touch Desk. Once installed, non administrators may use the program. Windows UAC (user account control) may be enabled if desired.

Each Touch Desk terminal must have a screen resolution of at least 1024 x 768 to fit the Touch Desk program. Larger resolutions such as commonly available with widescreen LCDs will allow –

- Both Lanes and Sales to be displayed on the same screen, eliminating the need to swap screens when ringing up a sale to a lane. Horizontal resolution must be more than 1500 for this to be available.
- More lanes on screen simultaneously in the lanes screen
- More POS keys visible in the Sales Screen without the need to scroll
- Larger booking spreadsheet
- Room for other programs to be displayed alongside Touch Desk.

Touch Desk is designed to work easily with touch screens. Many of the buttons and controls are large and easy to "touch" and a numeric touch pad is provided on many screens. However a keyboard is still desirable for entering text such as passwords.

A touch screen and keyboard combination is the fastest and easiest configuration to use. In particular, the ENTER key is used as a short cut for the OK button, and the ESC key is used as a short cut for CANCEL.

Touch Desk can be used with any type of touch screen that has a Windows driver.

The install package also includes

- **Touch Score** – scoring software for lane computers
- **Touch Score Console** – console software for the bowler console tablets for Touch Score

Do not install these package on the Touch Desk computers, they are for Lane Computers or Bowler Console Tablets and require additional licencing.

3.1. Scoring Hardware

The following additional interface hardware is required to be fitted to the Lane Server computer, in order to connect to the scoring equipment. For a list of supported scoring types, see Admin ▸ Operating Mode & Servers ▸ Lane Server Setup ▸ Configure Lane Server ▸ Scoring Types.

Magicscore, Accuscore 1 – A.K.Microsystems SIU

Accuscore 2 or Plus – A.K.Microsystems SIU or Sealevel 5102 interface card and AMF Homerun box.

Accuscore XL,Boss, Brunswick Frameworx – These systems connect to the Lane Server via an Ethernet network. The Lane Server must be fitted with two network adapters, one for the scoring and one for general Windows networking.

Older scoring systems will use 10-Base-2 networking with BNC connectors. If the network adapter does not have a BNC connection, but only the more common RJ45, then a convertor, switch or hub with a BNC port will also be required.

Brunswick AS80 – A.K.Microsystems SIU

Brunswick AS90 – A.K.Microsystems SIU or Brunswick Command Network SIU and 3 RS232 serial ports.

AMF LIU or LIU port on an MCU – A.K.Microsystems SIU, or an RS485 serial port, or an RS232 port and an AMF Homerun box.

AMF XL MCU Daisy Chain – for AMF machines with a daisy chain port intended for a MCU, Touch Desk can take the place of the MCU. An RS485 port is required.

Brunswick Source Command – A.K.Microsystems SIU

Brunswick LIU – A.K.Microsystems SIU or RS232 serial port

A.K.Microsystems Pinspotter Controller – A.K.Microsystems SIU or RS232 port

Frameworx AV box – RS232 Serial Port.

4068 or 4069 Relay Module for pinspotter control and AS80 screen control – One half duplex (2 wire) RS485 Serial Port.

Adam 5000 series controller fitted with 8 channel relay modules – One half duplex (2 wire) RS485 Serial Port.

Generic **Modbus RTU** Relay Module– One half duplex (2 wire) RS485 Serial Port.

For details on connecting an A.K.Microsystem SIU, see the separate SIU Manual.

For details on connecting a Sealevel 5102 card, see below.

For network connections to scoring see Scoring Network below.

3.1.1. Sealevel 5102 Interface Card

The Sealevel card provides synchronous communications as required for Accuscore 2 and Plus systems. It is only required when an A.K.Microsystems SIU is not used.

Unlike the SIU, the Sealevel card does not provide electrical isolation and protection from voltage surges. It is therefore preferable (though not essential) to use the card in conjunction with an AMF Home Run box, rather than directly connected to the scoring.

The Sealevel card requires the SeaMAC driver to be installed. This driver is provided as part of the Touch Desk installation package, and is also available

from www.sealevel.com. The driver only supports versions of Windows up to and including Windows 7 at this time.

The table below shows the various wiring options, for connecting the card to a Home Run box, or directly to the scoring.

Sealevel 5102		Home Run J2	Home Run Cable (J5-J10)	Acc II J6	Acc Plus J3
(RX-)	3	10	2	2	4
(CLK-)	24	15	3	6	6
(TX +)	14	11	4	3	1
(RX+)	16	9	7	1	3
(CLK+)	11	14	8	5	5
(TX-)	2	12	9	4	2
GND	7				

Note that the Home Run Cable entry is shown for comparison with a prewired home run cable. The Sealevel card should only ever be connected to J2 on the Home Run box, never J5-10.

The cable should be shielded twisted pair, with the shield connect to GND (Pin 7) on the Sealevel card. Each paired signal (ie TX+ and TX-) must use a twisted pair in the cable.

If an AMF LIU is also connected to the Home Run box, then connect a standard RS232 comport to J3 on the Home Run box as below.

PC Com Port DB9		Home Run J3	
(RX)	2	5	
(TX)	3	2	
(GND)	5	4	Also connect to cable shield

3.1.2. Brunswick LIU on serial port

The following tables shows the connections when a Brunswick LIU is connected directly to a standard com port.

PC Com Port DB9		Brunswick LIU RJ11
(RX)	2	2
(TX)	3	5
(GND)	5	4

3.1.3. Scoring Network

Frameworx, **AMF XL** and **BOSS** scoring connects to the Lane Server via an Ethernet network. The Lane Server must be fitted with two network adapters, one for the scoring and one for general Windows networking.

Older scoring systems will use 10-Base-2 networking with BNC connectors. If the network adapter does not have a BNC connection, but only the more modern RJ45, then a convertor, switch or hub with a BNC port will be required to make the connection.

The network adapter used for the scoring must have a valid IP address. This will need to be set manually, as there is no provision on the scoring network for automatically assigning an address.

To change the IP address of the adapter, consult the Windows documentation as the procedure varies slightly for different versions of Windows. For Windows 10, go to –

- **Settings**
- **Network and Internet**
- **Change Adapter Settings**

Right click the connection used for scoring

- **Properties**
- **Internet Protocol V4**
- **Properties**

▸ Use the following IP address.

Then enter any valid IP address. For XL/Boss, the address may need to be **1.1.0.0**, mask **255.254.0.0,** the default gateway can be left blank**.** See below.

In addition, all protocols except TCP/IP V4 and Npcap/Winpcap should be disabled.

On the Power Management tab, disable any settings that allow Windows to power down the network adapter.

Some older scoring networks do not support auto sensing of the link speed, and therefore set the Link Speed to 10M Full Duplex as below

Configure ▸ Advanced ▸ Link Speed

Boss and XL scoring chassis can be configured to use either of two different IP addresses depending upon the original front desk equipment –

- **Advantage/Xenix**
- **Boss Management System/WinNT**

For later versions of the chassis software, the configuration can be changed via the configuration menu (type **AMFXL** then **enter** at the chassis) or via switches on the bowler terminal board.

For earlier versions, a special disk must be loaded to change the configuration. Two disks are available, one for each configuration and are called **IPON** and **IPOFF** disks.

The Lane Server can operate with the chassis configured in either mode, but the type set in the Lane Server **MUST** match the configuration of the chassis. However the following restrictions apply –

- For Windows Vista or later, it is not possible to transfer files such as graphics or firmware updates **FROM** the chassis unless the IP is set to **Boss Management/WinNT**. Normal lane control will work with either setting, as will sending of files **TO** the chassis.

- When using the **Boss Management/WinNT** option, the IP address of the network connection at the Lane Server computer must be set to **1.1.0.0**. If file transfer **FROM** the chassis is attempted with a different IP address, the chassis may reboot. Normal lane control will work regardless of the IP address, as will sending of files **TO** the chassis.

As with any network installation, the firewall may also need to be configured to allow access for the scoring chassis. In particular, downloading files from XL or BOSS chassis uses FTP. The firewall should be set to allow the lserver.exe program access to all TCP & UDP ports.

For NT only, and if the host IP is set as above, you can use the Windows ping command to test connectivity through the network. Ping 1.0.0.1 for lane 1, 1.0.0.3 for 3 etc.

You may need to restart the lane server, and the lane scoring chassis after reconfiguring the network. Note that some scoring chassis must be manually taken out of "stand-alone" mode before they will communicate with the lane server.

3.2. Network Setup

Setting up a network is a specialized task, especially when considerations such as security and backup and co-existence with other software packages and systems are taken into account. For that reason, detailed steps to setup a network are not provider here. However, the following guide provides a basic setup with limited security.

All computers can share the same network with the following conditions –

- Some scoring systems such as XL, BOSS and FW must be on a separate scoring network connected to only the Lane Server PC. See Scoring Network

- For best performance, each console should be connected directly to its host Touch Score computer on a separate network but must also have access to the scoring network. In smaller houses, it may be acceptable to use a single network for the consoles, such as fast Wifi.

- IP cameras if fitted should also be connected to their host Touch Score computer on a separate network. Access to the scoring network is not required.

On all PCs (Lane Server, Touch Desk, TS3, Signs and Consoles) -

In **Windows ▸ Explorer ▸ Right click on This PC ▸ Properties ▸ Change Settings -**

- Each computer should be given a meaningful name, for example, *Front Desk, Back Office, Snack Bar*. This will make the setup of Touch Desk easier.

- Each computer should belong to the same workgroup.

In **Windows ▸ Settings ▸ Network and Internet ▸ Sharing Options**.

- In **All Networks**, turn **ON public folder sharing**, and turn **OFF password protected sharing.**

- In **Private** or **Guest or Public** (depending upon which is being used by the network connection) turn **ON Network Discovery**, and turn **ON File and Print sharing.**

In **Windows+R key, type services.msc –**

- The Lane Server service must have write access to the \Touch Score and or \Touch Desk Signs folder on each Touch Score and Signs computer, in order to distribute updated software and media files. By default, this service will use the local system account which may not have write access to these folders. On the Lane Server computer only, select the **Lane Server Service ▸ Log On**, and change the account to one you have setup that has write access to these folders. Depending upon network setup, a local Administrator account is normally sufficient. Use an existing account or create a new one. Note that this is not required for smaller installs (less than 20 PCs)

- Check the following services are set to Automatic startup and are running on all PCs –
    - Function Discovery Provider Host
    - Function Discovery Resource Publication
    - SSDP Discovery

- UPnP Device Host

In **Windows ▸ Settings ▸ Update and Security ▸ Windows Security ▸ Firewall & network Protection ▸ Advanced settings –**

- The computer running the Firebird database server needs to accept incoming connections from other computers. It may be necessary to manually configure the firewall to allow this. Add a new inbound port rule. For Firebird, usually port 3050 TCP needs to be allowed. See www.firebirdsql.org for more details.

- Similarly the Lane Server computer needs to accept incoming connections on TCP port 14284.

- Touch Score computers need incoming UDP 14283, and also need incoming on TCP 14285 if the Touch Score Console tablets are in use.

- Touch Desk Signs computers need to accept incoming connections on UDP port 14283.

- Touch Score Console computers need incoming on UDP 14284

- For extra security, most firewalls will allow these ports to be opened only to the relevant executable file. The relevant executable for each programs is –

  - Touch Desk – tdesk.exe
  - Touch Desk Signs – cdb.exe
  - Touch Score – ts.exe
  - Touch Score Console – tsconsole.exe
  - Lane Server – lserver.exe

  Note: All executables are located in the their relevant program files folder. For example c:\program files (x86)\touch score\ts.exe

- The firewall must allow all programs (Lane Server, Touch Desk, Touch Score, Signs and Console) to access the network outgoing as needed. Most firewalls will prompt to allow access when these programs are run for the first time and an outgoing connection is attempted.

General requirements -

- The various install programs will set up shared folders on each PC. These must not be changed.

- Other computers must be able to access these folders, without the need for entering username or password. This allows the software to automatically distribute files such as updates and resources.

- Ideally the **Lane Server** should have access to the internet. This allows support personal to provide a higher level of support, and is also required for various third party applications such as LaneTalk live scores.

- If Frameworx or XL/Boss scoring is being used, it MUST be on a separate network to that used for Windows. See Scoring Hardware ▸ Scoring Network

- There must not be more than one **Lane Server** on the network. If multiple centers or alleys are to be networked together, each **Lane Server** must be on a separate isolated subnet. This is because the **Lane Server** broadcasts its address to Touch Score, Signs and Consoles computers to allow them to connect automatically to the Lane Server without any user input.

- While wireless networking can be used, any speed or reliability issues with the network will impact on Touch Desk operation.

- All computers on the network must have their clocks synchronised to a common source. This includes Touch Desk computers, TS3 computers and Digital Signage computers.

  This will generally happen automatically, with the time and time zone information at the Lane Server computer being copied to all Touch Desks, Touch Score and Signage computers. This is done internally by the software and requires no user setup.

  The Lane Server computer itself however, should be set to synchronise with an internet time server where available.

  All other computers should NOT be setup to synchronise with any time servers.

Note that Touch Desk versions prior to 3.14 did require the user to manually setup synchronising with a time server, but this is no longer required.

3.3. Install Database Server

To install the Database Server, run the *Touch Desk Setup* program and tick **Install Database Server**. The following components can then be installed:

- **Firebird Database Server.** Follow the prompts to install.

  When prompted for which Firebird components to install, ensure **Super Server** and **Tools** are selected. If prompted for a SYSDBA password, enter the default of "tdsdba". This can and should be changed later to enhance security.

- **Firebird ODBC Driver**. Follow the prompts to install the driver.

- **Empty Touch Desk Database**. If this is the first time the Database Server is being installed, install the empty database. This database is not truly empty, but contains some sample setups such as items, bowling styles etc.

- **Touch Desk Program.** Touch Desk should always be installed on the Database Server, even if you never intend to run Touch Desk there, or don't have enough licences for this terminal. This is because installing Touch Desk will also install the background server that handles automatic backups, and these backups can only be performed from the database server computer.

Touch Desk V3.22 supports Firebird Version 5 server, and this will be installed when performing a new install. However, this Touch Desk also supports using the older 2.5 server, so older systems can upgrade to Touch Desk V3.22 without upgrading their database or server.

An older system can also be upgraded to Firebird 5.0, but the database must be upgraded as well as the server. The following steps should be used –

- Backup the database using Touch Desk. Either the original version or the new can be used.

- Uninstall the old Firebird server and ODBC driver.

- Install the new Touch Desk if not already done, Firebird Server and ODBC driver.

- Restore the database from the backup made with the old version.

Be sure to install the ODBC driver from the new setup package on all clients, including desks, scoring computers, bowler consoles and digital signage computers.

3.4. Install Lane Server

The Lane Server provides Touch Desk with access to the scoring hardware.

To install the Lane Server, run the *Touch Desk Setup* program and tick **Install Lane Server.** Make sure all software is installed before connecting any hardware.

Two versions of the Lane Server are available. One uses a hardware USB key and the other uses a software key. The software key requires an activation code from A.K.Microsystems to activate, and once activated is locked to the current computer. The installer will prompt for an activation code upon installation. To view activation status or enter an activation code at other times, run the SKEY program from within the Lane Server folder.

Also check any other optional components as required below.

- **USB Key driver**. This driver is required whenever the USB key is to be used.

- **WinPcap network driver**. This driver is only needed for scoring systems that connect to the Lane Server via a network connection, such as XL, BOSS or Frameworx scoring. It is NOT required for TS3.

- **SeaMAC Driver**. For Accuscore 2 and Plus systems that do not use an SIU, a Sealevel 5102 interface card is required. This is the driver for this card.

The Lane Server always requires the following components –

- **Firebird ODBC Driver**. Follow the prompts to install the driver.

To configure the Lane Server, see Admin ▸ Operating Mode & Servers ▸ Lane Server Setup ▸ Configure Lane Server.

3.5. Touch Desk Terminals

To install the Touch Desk terminal, run the *Touch Desk Setup* program and tick **Install Touch Desk Terminal**. The following components can then be installed:

- **Firebird ODBC Driver**. Follow the prompts to install the driver.
- **PAX Credit Card driver.** This is the driver for a PAX credit card terminal. Follow the prompts to install, else just exit if not required.
- **Touch Desk Program**. Follow the prompts to install.
- **TightVNC Remote Viewer**. See TightVNC Remote Viewer

3.5.1. Connect to the Database

When each Touch Score terminal is started for the first time, it will attempt to find the Touch Desk database on the local computer. If the database cannot be found, it will prompt for a new location for the **Database Server** computer. The location can also be changed at any time in Admin ▸ Select a Database.

3.5.2. Connect to the Scoring

When Touch Desk is first installed, it assumes that the computer on which it is running is also the **Lane Server**. If it is not, it will prompt for the correct location. See Admin ▸ Operation Mode & Servers ▸ Lane Server Setup.

If a lane server cannot be found, Touch Desk can only be run in Trial mode.

Once the Lane Server has been found, use the Configure Lane Server button to configure the server for the appropriate scoring type, pinspotter type etc.

If there is more than one Touch Desk terminal on the network, then one must be chosen as the master. The Master Lane Control Terminal performs various housekeeping tasks such as the automatic check-in and check-out of lanes. See Admin ▸ Terminals ▸ Master to select the master.

The **Lane Server** will usually start automatically when the computer is booted but may need to be started manually if the SIU driver has just been loaded, or the Lane Server software has just been installed. See Admin ▸ Setup Lane Server ▸ Start Lane Server.

3.5.3. Creating the default user

When Touch Desk is first started, a default user called **Owner** will be created, with a password of **Owner**. This password can be used to log in. In order to keep the system secure, this password should be changed as soon as possible. See Admin ▸ Users

3.5.4. Creating a Terminal

When Touch Desk is first started on a particular computer, it will warn that there is no terminal setup for this computer, and will offer to create it. Only users with **Owner** privileges may create terminals. Other users will be denied access.

3.5.5. Set the Centre ID.

If this Touch Desk is part of a multi-centre installation that will be controlled by a Master Touch Desk, then it is important to enable control from the Master and to set a unique centre ID number. This is best done before any activity is recorded in the database. See Admin ▸ Setup System ▸ Main Tab

3.6. Master Touch Desk

A Master Touch Desk is used to control and consolidate reports from multiple bowling centres, and is usually installed off-site. It cannot be installed on the same computer as a regular Touch Desk terminal

To install the Master Touch Desk, install the following components –

- Database Server
- Touch Desk Terminal
- Empty Touch Desk Database

As there is no lane server, Touch Desk can be started in Trial mode by pressing CANCEL when prompted for a Lane Server. Then go to Admin ▸ Operation Mode & Servers and select **Remote Master** mode.

For additional Master Touch Desk terminals, install only the **Touch Desk Terminal**, and then select the location of the already installed database server in Admin ▸ Operation Mode & Servers.

To access each centre, you will need a third party IP tunnelling program that provides secure access to both the Lane Server and Database Server at each centre via the internet. The program should be configured such that each Lane Server and Database Server has a unique IP address at the Master Touch Desk terminal.

If more than one Master Touch Desk terminal is in use, each must use the same IP address to access each remote centre.

See Multi Centre Management for more information on using the Master Touch Desk.

3.7. Digital Signage

The Touch Desk Digital Signage software can be installed on any computer that is linked via a network to Touch Desk, and allows for the display of slide shows and dynamically generated information displays such as lane assignments, scores, price lists, standing sheets and results.

The signage software supports up to 4 separate screens on each computer. These screens can be run as independent displays, or as a combined display spanning more than one monitor.

The signage software can also be run on computers used for other purposes. For example, if a Touch Desk computer supports a second monitor, then the signage software can utilize that monitor while Touch Desk operates on the primary monitor.

Monitors can be mounted vertically or horizontally. Mounting them upright is suitable for single page displays such as standing sheets.

Each monitor must be correctly configured in Windows, with respect to resolution, orientation and ordering.

Third party software can also be used to embed a signage screen in the centre's web site, allowing live scores, leader boards or any other signage screen to be posted to the web. See Adding a Digital Signage Screen to a Web Page.

To install the Digital Signage software, run the *Touch Desk Setup* program and tick **Install Digital Signage**. The following components can then be installed:

- **Firebird ODBC Driver**.
- **Digital Signage software**.
- **TightVNC Remote Viewer**. See TightVNC Remote Viewer

Once the software has been installed, see Admin ▸ Digital Signage to configure the system.

The signage software is designed to run unattended. A shortcut to the **Touch Desk Signs Update Manager** is located in the Start-up folder, causing the update manager to be automatically launched when the computer starts. The update manager will ensure all media files and the signage software itself are up to date with the lane server, and will then start the signage software. It will continue to monitor the signage software and scan the lane server for updated media files. Note that it may take a minute or two for changes made to the source media files to appear on the signage screen.

To disable or turn the signage screen off, use the **Enable Signage Screen** option in Admin ▸ Digital Signage Screens , rather than trying to stop the signage software or the update manager. Note that if it is turned off, the normal Windows screens will appear unless other software is running.

The following Windows settings can be used to ensure correct unattended operation -

- **Auto Log On**. A default user needs to be logged on at start-up, without waiting for the user to enter a name and password. The easiest

way to do this is to ensure that only one user account is created, and that this account has no password created.

- **Sleep Modes.** The computer should not enter sleep mode, nor turn off the display when no user input is detected.
- **Hide the Task Bar**. You may wish to hide the task bar so that if the signage software is ever disabled, the task bar is not visible. Right Click on the Task Bar, then **Properties**, and check **Auto-Hide**.

- **Remove all icons from the desktop**. Delete any shortcuts, then Right click on the desktop, then Personalize ▸ Change Desktop icons, and delete the Recycle Bin etc.

- **Wallpaper**. When the signage display is turned off the desktop background or wallpaper will be displayed. Select a suitable image as the wall paper, or just use a black screen.

3.8. Updates

Updates are available from www.touchscore.com . The update program can only be used to update an existing installation. Contact your supplier for an original install program if a totally new installation is required.

Generally only the ***Lane Server Update*** needs to be installed. All other programs can then be updated from the Lane Server.

For Touch Score, Touch Score Console, and Touch Desk Signs, this update will happen automatically when these computers are restarted or a major update is detected.

For Touch Desk, use the **Admin ▸ Update from Lane Server** button on each terminal to apply the update AFTER the **Lane Server Update** has been installed. Do not attempt to update Touch Desk without updating the Lane Server!

The update package does include setups for Touch Desk, Touch Score, Touch Desk Signs and the Touch Score Console should the automatic update not be available for any reason. For example if not supported by the network.

While minor version mis-matches are allowed, sometimes it is not possible to run a Touch Desk, Signage or TS3 program that is a different version than the

Lane Server. In these cases, Touch Desk will prompt to install the update, and Signage and TS3 will fail to operate until the update is loaded.

Note that when updating Touch Desk, some additional programs or drivers may also be updated. For example, the PAX credit card terminal software or the Firebird database setup programs may run. If there has been no change to these additional programs, then their setup programs may prompt to Repair or Modify the existing installation. Click "Repair" to ensure the software has been properly installed.

3.9. TightVNC Remote Viewer.

This program allows for viewing and controlling a computer remotely over the network. Its main purpose in a Touch Score system is to allow the setup and maintenance of computers that might not normally have a keyboard or mouse attached, such as Digital Signage computers, or Touch Score lane computers.

It is not intended for regular use, as these computers should not usually require user input.

There are two main parts to TightVNC – the server and the viewer. The server should be installed on any computer that you wish to remotely control, while the viewer should be installed on the computer used to do the viewing and/or controlling.

Touch Desk provides shortcut buttons that automatically launch the viewer with the correct IP address for Digital Signage computers, Touch Score lane computers, and other Touch Desk terminals on the network.

Note that programs like TightVNC can create a security hazard. Use the TightVNC setup options to add passwords as required.

TightVNC is a third party open source program that is provided without warranty of any kind. Its use is optional. See the TightVNC documentation and/or web site for more details.

3.10. Setup Printers

There are three main types of printer that Touch Desk requires:

- **Receipt Printer -** used for customer receipts, food & beverage order tickets, and Point of Sale reports.

  It is generally a narrow 40 column printer with tear off continuous paper. Any printer that has a Windows driver can be used.

  Some receipt printers may not have a driver, or the standard driver may use graphics mode which will cause the printer to print slowly. In these cases, use the **Windows Control Panel ▸ Printers ▸ Add a Printer** to add a Generic Text driver for the printer. Select **GENERIC** for the manufacturer and **GENERIC/TEXT ONLY** for the printer.

  If using the Generic/Text driver and the printer port is shared with a customer pole display, then go to **Control Panel ▸ Printers**, right click on the receipt printer, then click **Properties ▸ Printer Commands** and enter **<1B>=1** in the **Begin Print Job** field. While not needed for Touch Desk, this command will ensure that other programs can print to the receipt printer while the display is connected.

  Many printers also support the connection of a cash drawer. See Setup POS Devices.

- **Score Sheet Printer** – used for score sheets. Any Windows printer may be used.

  Basic score sheets are A5 in size (half of an A4 or approximately half of Letter size). This sheet can be loaded sideways into a conventional A4 or Letter size printer.

  A Bowlers History chart can be added to the bottom of the score sheet, which then requires either a full A4 or Letter sheet, or 2 x A5 sheets.

  Touch Desk can add custom text messages to score sheets, and also overlay the score sheet on a custom background image. The image can then include centre logos, promotions etc. Different messages and images can be used for different types of bowling. For example, full colour promotions for open bowling, basic text with no graphics for League record keeping.

  Touch Desk can also print scores in basic text mode to narrow 40 column printers, for those terminals that have only a receipt printer fitted.

- **General Printer.** The general printer is used for General Reports, and can be any Windows printer.

Windows allows printers to be shared across the network, so that the printer need not be attached to the Touch Desk terminal that is using it. For example, two front desk terminals could share a receipt printer attached to one of them.

To simplify Touch Desk setup, it is best to name the printers in a logical fashion. For example **Snack Bar Ticket Printer,** rather than the brand/model name Windows uses by default.

One printer can be used for more than one function. In the simplest of installations, a single printer can be used for all three tasks, although this is not ideal.

Touch Desk also supports "remote" receipt printers. These can be used to print a receipt or food docket at a remote location. For example, a food order taken at the front desk can be printed in the kitchen.

There are four steps to setting up remote printers-

- In Admin ▸ System ▸ Sales ▸ Remote Printer Locations, enter the names of the locations. These are general names used to refer to the location of the remote printer such as "kitchen" or "bar" and do not need to correspond with the actual terminal or printer name.

- Install a network printer driver for each remote printer on each touch desk terminal. For example, if the front desk will be printing to a printer on the Snack Bar computer, there must be an entry in the Windows printers folder at the front desk for the snack bar printer.

- Select the printer to be used for each location in Admin ▸ Terminals ▸ Printers ▸ Receipt Printers on every terminal.

- Setup any items that are to automatically print to the receipt printer in Admin ▸ Items ▸ Print Recipt or via the ordering system.

3.11. Setup POS Devices

The chapter details the types of devices that can be used with the Point of Sale section of Touch Desk. See Admin ▸ Terminals ▸ POS Tab and Admin ▸ Terminals ▸ Smart ID Tab to configure these devices.

Cash Drawer. Touch Desk supports three types of cash drawer –

- **A cash drawer that is connected directly to the receipt printer**. The printer must support either the Epson ESC/POS or Star cash drawer command to open the drawer. Most brands support one of these standards.

- **A cash drawer connected to a serial COM port.** These drawers connect directly to a serial COM port on the computer or to a USB port. The USB type must have a driver which emulates a COM port. These types of drawer open when any data is present on the port.

- **A cash drawer supplied with OPOS driver software**. This is the preferred solution, as Touch Desk can detect when the drawer is opened.

Pole Display. The customer Pole Display should be 2 lines of 20 characters, and connect to either a serial COM port, or a USB port. The USB type must have a driver that emulates a COM port. The display must support the Epson ESC/POS command set.

Some Pole Displays can share a COM port with the receipt printer, and this is supported by Touch Desk.

It is also possible to use an additional monitor attached to a second video port on the computer as a customer facing display in place of a pole display. See Admin ▸ Setup Terminals ▸ Customer Facing Display

Scanner. "Scanner" refers to any device that can return a unique code from a card, tag or item. It includes barcode scanners, magnetic card readers, and QR Code readers. This code is used to -

- Identify an item for sale. For example a barcode on the item
- Identify a customer. For example a magnetic stripe on a customer loyalty card
- Identify a user. For example a QR Code on a staff card.

The scanner may be either handheld or fixed, and must be compatible with the types of codes that are to be scanned. Any type of technology may be used (magnetic stripe, barcode etc) so long as the scanner returns a unique code for each card/item and can interface with Touch Desk in either of the following ways -

- **Keyboard Wedge** These scanners connect either in-line with an older style keyboard (PS/2) or via USB. The scan code is sent to the software as if it had been typed on the keyboard. The USB option is preferred as these types do not require an external power supply, and do not require an older style keyboard interface.

  The scanner must be capable of sending STX/ETX codes for start and end of message. Scanners that do not support this protocol are not suitable.

  Not recommended for user ID as not secure.

- **Serial**. These scanners connect to a serial COM port, either directly or via a USB emulation of a serial COM port. Once again the USB option is preferred, as an additional power supply and a spare COM port are not required.

  Serial scanners do not need to support STX/ETX as described above. This is because the scanned code is not sent to the program as keyboard input. However, STX/ETX should be enabled if present.

The cards or items must be supplied with unique codes. The card is then scanned by Touch Desk and associated with the item or customers.

Note that one scanner can be used for multiple purposes. For example you can scan items, customer cards and ID cards all through the one scanner if all are the same type.

NOTE: NEVER SWIPE A CREDIT OR DEBIT CARD into the scanners, as they are NOT secure.

Smart Card Reader. In addition to simple scanners, Touch Desk supports the use of NFC (or smart) cards for customer and user identification. It supports

MiFare Classic formatted cards. The cards should be supplied blank, and will be programmed by Touch Desk as needed.

Smart cards are generally more expensive to purchase, but provide much greater security than simple scanned codes.

Note that the cards do not contain any monetary value. Any credit or rewards that the customer has are stored in the database, not on the card. If a card is maliciously cloned, then any credit used by the cloned card will still be deducted from the original customer.

The recommended card reader is Advanced Card Systems ACR-122U, although other types that support the standard windows driver may be used.

Two card readers can be connected for convenience, one for the user to operate and another placed where the customer can scan their own card.

For setting up use of smart cards (NFC) for user and customer identification, see the Admin ▸ Terminals ▸ Smart ID Tab

Berg Liquor Dispensing System. Touch Desk will interface to a Berg Liquor Dispensing System (LDS), using Berg's Generic Driver.

Drinks poured will be automatically rung up at the Point Of Sale.

The dispenser can optionally be prevented from pouring when the sale cannot be rung up. For example, if the operator does not have permission to pour, a shift is not open, or the item is not available for sale in this period.

Card Payment Terminal. Touch Desk optionally supports semi-integration with a card payment terminal. Transaction types and amounts are automatically sent to the terminal for processing, and the terminal sends notification of approval or denial back to Touch Desk.

Touch Desk does not handle any sensitive card data, and as such is removed from the scope of compliance. This results in substantial savings on auditing fees and the cost of maintaining a secure network. It also greatly reduces the likely-hood of any liability arising from security breaches.

Contact your supplier for information on currently supported terminal types and payment processors, and to enable the Card Payment interface.

3.12. Table Power Control

Touch Desk can control the power to “tables” via an external controller. This function can be used to control lighting over Pool Tables for example, or any other powered device.

Currently the only types of controller that are supported are those controlled by a relay on either the pinspotter controller as extra lanes (e.g in a 40 lane house, the pool table lights may be controlled by lanes 41 and upwards) or with additional ADAM 4068/9 relay boxes or generic Modbus relay modules.

See Lane Server Configuration ▸ Power Control to configure, and also ensure that Power Control is enabled in Admin ▸ Setup Areas ▸ Tables.

3.13. Lighting

For centers with TS3, Touch Desk supports control of the lane lighting, including the ability to run light shows on a lane.

3.13.1. Overview

Each Touch Score computer requires one (or two) DMX controller(s) which are connected to all the lighting on that lane pair. See the Touch Score manual for controller details.

Each controller can then control one universe (up to 512 channels) per lane of lighting using the industry standard DMX control protocol. Any lighting fixture that supports DMX can be used. Typically these would include pin deck lighting, overhead lane lighting and chaser lights down the length of the lane, but may also include other fixtures such as a spot light on the bowler.

DMX supports the use of three channels per fixture for RGB, giving control over both colour and brightness. Some fixtures can also use the channels for tilt and pan movement, or other colour combinations such as RGBWUV.

The controller on each lane pair can be connected to a central lighting desk or computer supplied by others. This allows for centrally controlled light shows (synced to music for example) to be merged with the light output from the scoring. Note that this central lighting desk is NOT part of Touch Desk.

See Lanes ▸ Lighting ▸ Setup for setting up the addressing scheme for DMX.

3.13.2. Lighting sources

The content being displayed on the lights can come from several sources –

Touch Score Background

The default lane lighting can be set within Lane Modify ▸ Colour Tab ▸ Lighting. The lighting can be set to change on a per game basis the same as for the screens. There are three options -

- **None**. No background lighting is displayed. The lights will follow the central lighting controller.
- **Fixed** – Fixed colours are used for up to 4 lighting groups (Pin Deck, Overhead, Capping, Other)
- **Wallpaper** – A light show can be designed and saved with the same name as the wallpaper file, but with a **.dmx** extension. This file could contain just static colours, or can include chasers and movement. This file will be played in a loop. You can also just choose a dmx file as wallpaper for lighting display without a wallpaper background.

By setting up the lighting in each bowling style, including the checkout style, the lighting can be set to automatically come on when a lane is checked in, and go off (or dim) when checked out.

The **Camera Flash** option will light up the pins immediately before the camera is triggered to count the pins. This is used in cases where the camera is unable to read the pins due to the pin lighting being either too dark, or not being steadily illuminated. This option is only available when using an AKMicro MIU, or a Universal MI, and with a ball detector connected. The colour for the "flash" is usually close to white but can be set in Lanes ▸ Lighting ▸ Setup. Note that cameras that automatically adjust to the current light level may have issues when the pin lighting is varying quickly, particularly as the camera can see both lanes of the pair.

Lighting Scheme for whole of house

A lighting scheme can be defined using static colours that can be applied to the entire house, overriding the individual lane backgrounds generated by Touch Score. This is useful to create a coherent light scheme across the house,

without having to modify each lane as it is checked in or out to match the current scheme. See Lanes ▸ Lighting ▸ Lighting Schemes

Lighting Schemes can also be scheduled to be applied automatically at preset times. See Lanes ▸ Lighting ▸ Lighting Schedule

Touch Score Exciters

A lighting show can be displayed whenever an exciter graphic is displayed. The show is contained in a file with the same name as the graphic but with a **.dmx** extension.

The file may change only some lights, while leaving others unaffected. For example, it may flash the pin lights but not affect the overhead lights.

The lighting files are managed in the same way as graphics files. Different graphics folders can contain different shows and be selected on a style by style basis. They are also automatically copied out to the lane computers from the lane server as per graphic files.

Lighting shows can be enabled on a file by file basis or globally in the Lane Modify ▸ Graphics tab. See Lane Modify ▸ Graphics ▸ File Lighting Enable and Lane Modify ▸ Graphics ▸ Lighting

To display a lighting show without a graphic, disable the graphics but leave the lighting show enabled. The file to be displayed can be either –

- In the current graphics folder and named with the exciter name.
  e.g. ….**2 Strikes.dmx**
  OR
- In the appropriate graphics sub folder and named "**default.dmx**".
  e.g. …**\2 Strikes\default.dmx**

This "default.dmx" file will also be used for any graphics files in that folder that do not have a matching **.dmx** file, or if no graphics files exist at all.

Exciter DMX files will play through at least once and will then repeat as many times as needed so as to take approximately the same time as has been set for the graphic.

The exception to this is the following exciter types –

- **Slow Bowling**
- **Inactive Pinsetter**
- **Stop Sign**
- **End Game**
- **On Hold**

Similar to the display of graphics, these light shows will continuously loop until the condition that triggered their display is removed.

When designing exciter light shows, consideration should be given to the effect any variation in the pin lighting may have on the camera. Although exciters do not usually run while the lane is taking a score, the camera is shared between a pair of lanes and the other lane must be considered.

Centralised Light Show.

The DMX controller(s) on each TS3 can be connected to a centralised light controller using a network connection. This central controller could be a dedicated light desk, or a PC running lighting software and is external to Touch Desk. This central controller can then provide whole of house light shows. These light shows are merged with the output from Touch Desk to control the lights on each lane.

For example, the central controller may provide a whole of house light show synchronised to the house music. But when an exciter is triggered (by bowling a strike for example) TS3 takes over the lights for that lane only and displays a light show.

There are many light controllers and software packages available with varying capabilities. The operation of these controllers or software is outside the scope of this document. However, to be compatible with Touch Score it must support multi-universe output using the sACN E1.31 protocol over ethernet with settable priority.

Light shows can be output from the central controller at any time. They will be merged with the light shows generated by Touch Score by the controller at each lane according to the priority of the lighting show and the merge rules of the controller at the lane as follows -

Note that the priority of the shows generated by Touch Score is 100.

- If the light show from the central controller has a priority lower than 100, then Touch Score will override the central controller. For example, the central controller could be outputting low subdued lighting. But then when a lane is checked in, the lane lights up as per Touch Score settings.

- If the light show from the central controller has a priority greater than 100, then it will override ANY output from Touch Score, including exciters. This is useful for whole of house attention getters.

- If the light show from the central controller has a priority equal to 100, then the merge rules of the DMX controller on each lane apply. These rules can include LTP (latest take precedence) or HTP (highest takes precedence) See the documentation of the lane DMX controller for details. HTP is the default.

Note that the main advantage of using a central controller to provide background lighting rather than Touch Score is that the central controller can control the whole of the house in an integrated way. For example, it could generate a wave of light that washes over the lanes from one end to the other. This is not possible with just individual lane control via Touch Score, as each lane is independently controlled by its own scoring computer. The central controller can also be connected to many other lighting fixtures in the center other than those on the lanes, and can be synchronised with a music source.

3.13.3. Creating Light Show Files

Touch Score provides a separate utility to create and modify light show files, such as those used for exciters or wallpaper lighting. This program is called the **Light Show Creator**, and the installer can be found in the shared **Lane Server Programs\Updates\Light Show Creator** folder on the lane server computer. It can also be run from the Lighting Screen on Touch Desk.

In addition to creating light shows with simple patterns, colours and fades, the **Light Show Creator** can record the live output from any other lighting program that supports the standard sACN E1.31 protocol. It can also import bitmap files for detailed light control.

In order to playback and record lights shows, the program must have a network connection to the TS lighting controllers, so is usually installed on the PC that is running the house lighting, rather than a Touch Desk PC. However light shows can be created without this connection.

In addition to playing files created by the Light Show Creator, Touch Score can play any binary file, where each 512 byte block in the file represents a single frame of a single universe of DMX lighting. This allows Touch Score to play shows created and saved on other software.

See the separate manual on the **Light Show Creator** for more information.

3.14. Additional Setup

Touch Desk is preconfigured with sample items, keys, bowling styles etc. But before actual use in a centre, many of these features should be customised to suit.

Once customised, the daily operation of Touch Desk is very straightforward.

After installation, see the following sections for more setup information.

- Lanes ▸ Scorers for options for the scoring system
- Lanes ▸ Styles to setup bowling styles.
- Admin ▸ System to set system wide options.
- Admin ▸ Terminals for options that apply to each terminal, including user permissions.
- Admin ▸ Users to setup users
- Admin ▸ Items to setup items for sale, accounts and Point of Sale item screens.
- Admin ▸ Pricing Levels to setup different pricing levels such as Staff Discounts.
- Admin ▸ Pricing Periods to setup prices that change with time-of-day or day-of-the-week.
- Admin ▸ Frame Meters to setup how the frame meters will work
- Admin ▸ General Reports to configure the reports.
- Admin ▸ Backup and Restore to configure backups.

3.15. Backups

The importance of regular backups of the Touch Desk database cannot be overemphasised. If the database is lost, all customer data, sales data, and setup data such as items and keys will be lost.

The following tasks should be performed as part of the installation and setup procedure; to ensure any future disaster recovery is as easy as possible.

1. After all software and drivers have been loaded, make an image of the system and store it in a safe place. The image could be stored on a separate partition on the hard drive, a second hard drive, a hard drive on another computer in the network, or a removable device.

   This image will allow quick and easy reinstating of the hard drive. Without it, the lengthy process of installing Windows, drivers and programs will need to be repeated should the hard drive ever fail.

   See the Windows documentation for details on creating a system image.

2. Setup Touch Desk Backups. Touch Desk can be set to automatically backup the Touch Desk database. See Admin ▸ Backup and Restore for details. Choose a location for the backup files carefully. Do not store on the same hard drive as Touch Desk, unless you are backing that drive up regularly using other backup software. For example, you could backup to a folder on your computer that is synced with a cloud server (eg google).

3. Keep copies of the Touch Desk installation files. Although updates are available from our web site, it is convenient to keep a copy of the exact version that has been installed.

   Note that Touch Desk will automatically upgrade an old database to the current version, but it cannot downgrade a newer database to an old version. This means that if you restore your system with an image containing an old version of Touch Desk, and you have upgraded Touch Desk since the image was made, then Touch Desk may not be able to read your newer database. In this case, download the latest Touch Desk from www.touchscore.com .

4. Backup all support files. Support files are files used by Touch Desk or Touch Score that are not included in the database. These include –
    a. Image files used for digital signage and Touch Score. These are stored in the Touch Desk Signage and Touch Score folders on the lane server.
    b. Resource files for stored messages, such as attachments and images embedded in HTML emails. These are stored in the Lane Server Data\Messages folder.
    c. Remote TV Controller setup files for different TV types. **C:\Program Files\Lane Server\IR**.

5. Setup data backups for all programs. There would normally be programs other than Touch Desk on the computer, such as BLS, that will need to be backed up.

    Windows Backup, or some other third party tool, can be used to backup data from all these other sources. You may choose to make the Touch Desk backup folder (where the database is backed up to) a folder on the local drive, and then include this folder in your data backups.

3.16. Remote Login

Remote Login allows the Touch Desk computer to be controlled remotely via the web. This is not only useful for centre operators, but is an important tool to allow A.K.Microsystems or your supplier's support staff to assist with any problems.

Remote Login requires an internet connection to the computer, and a third party program such as LogMeIn. See www.logmein.com for details.

In order to allow support staff to login remotely, you will need to provide –

- Your LogMeIn (or similar program) user name and password
- The Username and Password of the Touch Desk computer.

You can disable remote login at any time.

Ideally each Touch Desk terminal should be setup for remote login, but the most important one for support is the main lane and database server computer.

3.17. Trial Version

Touch Desk has a Trial version that can be used to evaluate and demonstrate most Touch Desk functions. The Trial version is mostly identically to the full version except for the following –

- The installation package does not include the Lane Server. The Trial version does not connect to any actual scoring.

- When Touch Desk is started, it will prompt for the location of the Lane Server. Click on **Cancel** to run the Trial version instead.

- The Virtual Lane Server Setup screen allows the type of scoring and number of lanes to be selected, and also whether the Sales module should be enabled. Touch Desk can be purchased with or without the optional Sales system enabled. When it is enabled, bowling sales are automatically linked to the lanes.

- As there is no actual scoring connected, Touch Desk will simulate the scoring system. Lanes can be checked in and out as normal, but no bowling can take place.

- The Trial version of Touch Desk will store only the 50 most recent sales or transactions. This may mean that reports that include older sales may be missing some entries, and therefore may appear not to add up correctly.

The Trial version can be used to setup and configure the system prior to purchasing the full version. To convert a Trial version to the full version, simply install the lane server, then go to Admin ▸ Operating Mode & Servers and select **Normal Mode**.

4. Basic Operation

This section gives a basic guide to the overall operation of Touch Desk.

More detailed information on each module can be found in the reference section. Click the **Help** button on any screen or use the **?** button to access the appropriate reference section.

The **Language** button on the login screen can be used to change the current language of Touch Desk. Each Touch Desk terminal can use a different language if required. The language used for background tasks is set in System Setup►System Wide Default Language.

4.1. Overview

Touch Desk has the following modules, each of which can be directly accessed from buttons at the bottom of the screen:

- **Lanes** – control of bowling lanes
- **Lockers** – manage renal lockers
- **Sales** – Point of Sale system
- **Orders** – display current orders
- **Customers** – customer database
- **Bookings** – booking sheet (or reservations) for lanes and tables.
- **Admin** – Administration and maintenance tasks.

The operator can switch modules, even in mid task. For example a sale might be interrupted to take a phone booking, or turn off a lane, then return to the sale.

For fast and efficient operation, a combination of the keyboard and the Touch Screen should be used.

In most screens, pressing the **ENTER** key will select the default and proceed. Hitting the **ESC** key will cancel the current operation.

For example to check in a lane, double click on the lane, then use keyboard to enter the number of bowlers, then hit the ENTER key 3 times.

4.2. Working with Customers

Touch Desk uses the concept of a *Customer* to allow each module to interact with the others. For example, when bowling is sold to a *Customer* in the Sales module, and that same *Customer* is then checked in to a lane, Touch Desk can track the amount of bowling purchased versus actually bowled.

Customers can be one of two main types – regular or casual.

Regular customers are those whose sales history, bowling history, contact details and other data is to be recorded. They may be an individual or a group such as a school, corporate client, or league.

Casual customers are those whose details are not recorded. The customer is created for a single bowling session, and then discarded. Touch Desk will assign a default name like "New Sale at 10:00PM" but this can be easily changed to something more meaningful. No other details need be entered.

Casual customers are generally easier to work with. For example if a group of casual bowlers is to be checked into a lane, Touch Desk will automatically create a new customer number for the entire group, even if they are paying separately.

However if the group consists of regular bowlers, then the operator must place each bowler on the lane using their own customer number, and ensure each sale of bowling is to the correct customer. Touch Desk provides easy search tools to find a customer by name, phone number or many other fields. If the customer has been issued with a card, it can be swiped to locate the correct customer record.

Whether **regular** or **casual** customers are used depends solely on what data is to be kept. Touch Desk treats each the same. Both types can be mixed in a single session. For example, a regular bowler can bowl with a group of casual bowlers. The regular bowler's sales and bowling can be attributed to them, but the remainder of the group can use a single temporary casual customer number.

If customers are to be rewarded with loyalty schemes or points, then it is important that each of their sales is correctly attributed to them.

4.2.1. Selecting a Customer

Whenever a customer is required, a screen similar to the one below will be present.

This example shows that the currently selected customer is customer number 228, John Smith. John is currently on Lane 16.

To select a different customer, use one of the methods below –

- Click on the drop down arrow and choose from a list of recently used customers.

- Use the **From** buttons to select the customer last used in a different module. For example, after selling a game in the Sales screen, then going to the Lanes screen to check in the lane, click **From Sales** to retrieve the customer used in the last sale.

- Click **Previous** to revert to the previously selected customer

- Click **New Customer** to display the New Customer Screen. This screen creates a new customer, but also allows a quick search for existing customers. Whenever a customer is required (such as when a game is sold) and none has been selected, the New Customer Screen will appear automatically.

- If the customer has been issued with a card, simply scan or swipe the card. This can generally be done anywhere a customer is required.

The **New Sale** button (if present) is a shortcut way of jumping to the Sales screen and ensuring the current customer is selected for the new sale. If the current customer is blank, a new one will be created as normal.

Some screens will also show the customer's current bill just below the customer buttons, along with any other recent transactions from the last two hours.

4.2.2. New Customer Screen

The **New Customer Screen** will appear whenever the **New Customer** button is clicked.

If a customer is required for a particular operation, for example, when checking in a lane or selling bowling, and a customer has not been selected then either –

- The new customer screen will appear automatically.
  or
- A default customer will be automatically created without the new customer screen appearing.

See Admin ▸ Setup System ▸ Customers Tab to choose one of these options.

- **To create a new casual customer** (no contact details kept), just click enter and a new customer will be created with the default name shown (for example "New Sale at 10:30"). However it is preferable to enter a more meaningful name first, such as the customer's actual first name .

- **To create a new repeat customer** (contact details to be kept), enter a proper name and contact details. When **OK** is clicked, Touch Desk will search for a matching customer or anyone with the same phone or email address. Select an existing customer, or click **New** to create a new one.

- **To search for an existing customer**, enter some details such as a phone number or part of a name then click **OK** or **Search**. If a matching customer is found it will be displayed. If more than one matching customer is found, a list will be displayed. Select a customer from the list and click **OK**, or click **Cancel** to return to the previous screen. To create a

new customer even though a match has been found, click the **Create New** button.

- **If the customer has been issued with a card**, simply scan or swipe the card.

Note that the function of the **ENTER** key on the keyboard varies depending upon what has been entered –

- If only a single name has been entered such as “John”, then the ENTER key will immediately create a new casual customer.

- If a full name has been entered, such as “John Smith”, or any contact details such as a phone number has been entered, then the ENTER key will search for an existing customer with these details.

To override this default behaviour, use the OK or SEARCH buttons rather than the ENTER key.

4.2.3. Pre-selecting a Customer

When checking-in a new lane or table, creating a new booking or making a new sale, Touch Desk will preselect the most likely customer, based on recent activity.

For example, after ringing up bowling, then going the lanes screen to check-in a lane, the customer that just purchased bowling will be selected.

The user will be prompted to accept this customer, and can override this pre-selected customer and choose another if desired.

The rules for pre-selection are –

- If the Check-Out or Modify screens are open in either the Lanes or Tables screen, then the customer from this screen will be selected.

- The customer from the last screen used will be selected. To prevent accidentally selecting an old customer, the new entry must be created within 20 seconds of changing screens.

When the main customer is selected from the check out or modify screens, additional customers such as other bowlers on the lane will also be selected for use in the new lane , table or booking. In this way, whole groups of customers can be transferred from one area to another. See Moving Customers

Also, when **Check Out** is used, then the lane or table will check out automatically so long as the usual criteria (such as no bowling is owing) are satisfied. To prevent this **Check-Out,** use **Modify** instead.

4.2.4. Moving Customers

Customers can be moved from one area to another, for example from the lanes to the bar, by checking them out of the first area, then checking them into the second area.

If the customer owes money, then they would normally be prevented from checking out of a lane or table (unless the operator has **Check out with money owing** privileges). However Touch Desk will allow the check-out to proceed if the customers are checked in at another area first, such as the bar. In this way, customers can move from one area to another with a single tab.

By using the customer pre-selection (see Pre-selecting a customer), a party of customers can be simply moved from one area to the next, carrying their tab with them.

For example, to move a group from a table to the lanes –

- In the Tables screen, select the table and then **Check-Out.**
- In the Lane screen, select a lane, then **Check-In**.
- Choose **Yes** when prompted to use the customer from the tables screen for the check in.
- Complete the check-in. The table will be automatically checked out.

The procedure to move post-pay customers from the lanes to a table is slightly more complex, as the bowling should be rung up at check out even if the customer is not paying yet. Only dollar amounts owing should be carried over to other areas, not games or bowling time.

To move a group from a lane to a table when post-paying –

- In the Lanes screen, select the lane and then **Check-Out.**
- Use the **New Sale** buttons on either the Main Tab or the Bowlers Tab to ring-up all bowling for the lane in the usual way. Use the Pay Later feature to defer payment until later.
- In the Table screen, select a table, then **Check-In**.
- Choose **Yes** when prompted to use the customer from the lane screen for the check in.
- Complete the check-in. The lane will be automatically checked out.

The procedure described above applies to moves from –

- lanes to tables
- tables to lanes
- lanes or tables to a new booking.

To move customers from one lane to another, or from one table to another, use the **Move** function in either the **Lanes** or the **Tables** screen.

Note that if moving customers with a tab to a booking, then the original lane or table will not check out unless the user has the **Check out with money owing** privilege. This is because there is no guarantee that this new booking will ever check in, and the customer's tab could therefore go unnoticed and potentially unpaid.

In these cases, use the **Turn Off Now, Check Out Later** button on the Check-Out screen to make the lane or table available for others, even though the original customer must remain checked in until their new lane or table is ready.

It is also possible to configure extra tables for each area, and simply park the customers on these extra tables until their actual table or lane is ready.

4.2.5. Customers and Bowling

There are many different ways that customers can be associated with bowling. For example, a large group might be bowling on several lanes as a single customer, or a number of people may be bowling together each using their own customer number, or a combination of these.

The important concepts about Customers and Bowling are -

- Each lane has a single Main Customer. This customer is responsible for payment for all bowling. A Main Customer may be on more than one lane at once, but each lane can only have one Main Customer. The Main Customer is displayed on the **Main Tab** of the **Lane Information** screen.

- Each bowler position on the lane can also be linked with a customer. Scores for this bowler are then recorded against this customer's name. The customer for each bowler position can be selected using the link button on the Bowlers Tab in the Lane Information screen or the Booking screen. While these customers can contribute payment for bowling, the Main Customer is ultimately responsible for payment and will be billed for all bowling on the lane, less any payments by other bowlers, regardless of how many frames each bowler actually bowls.

- When a customer purchases bowling, they will have a positive games (or bowling time) balance. The customer summary will show Games Remaining (or Time Remaining). When a lane is checked out, the amount of bowling actually bowled is debited from the customer.

- Other Customers can also contribute payment for bowling by assigning their bowling balance to another customer in the Sales screen. See Sales ▸ Assigning Bowling.

- Each bowler can be assigned a bowling rate in the Bowlers Tab. Touch Desk can then correctly charge for each frame bowled at the correct rate. However it is sometimes easier to just leave these rates blank and let the operator decide the rate at the time of the sale. In particular, it is not necessary to set the rate upon prepaid check in, as there will most likely not be any additional sales.

How customers should be used with bowling depends upon what customer records the bowling centre wishes to keep. If no records are to be kept, then a single casual customer can be created for each new lane check in. Even if the bowlers wish to pay separately, each sale can still use the same customer.

However it is often desirable to keep track of a customer's bowling and sales history. Combined with their contact details, this data can be a very powerful marketing tool.

- **To keep individual bowling history,** each customer must be linked to their bowling position on the lane. See the link button.
- **To keep individual sales history**, each sale for this bowler must use their own customer number when paying.

4.2.6. Customers and Tables

Customers are assigned to tables in a similar, but much simplified, way as they are for lanes.

Each table must have one main customer.

Each table can have up to 10 additional customers.

Although bills can be split and combined at check out, it is easier if a separate customer is defined at check in for each separate bill. If only a single tab is to be used, then only the main customer is needed.

How customers should be used with tables depends upon what customer records the bowling centre wishes to keep. If no records are to be kept, then new casual customers could be created for each new table at check in.

However it is often desirable to keep track of a customer's sales history. In this case, each customer must use their own customer number when making a purchase.

4.3. Common Tasks

Below is a list of common tasks. The reference section contains more detailed information on each module. Click **Help** on any screen to access the reference section.

When Touch Desk is displayed on a wide screen monitor, a smaller version of the Lane and Tables screens will appear within the Sales Screen. This allows for basic check-in and check-out of lanes and tables from within the sales screen. Procedures listed below as "**From the Sales Screen**" only apply when a wide screen is in use.

4.3.1. Post-Pay Check In.

If the customer's lane is ready -

- From the Lanes Screen, select a lane and click on **Check-In** (or just double click the lane).
- Enter the number of bowlers and press **ENTER**
- Enter the number of shoes given out, or just press **ENTER** if it is the same as the number of bowlers.
- Make any changes to the bowling style or other settings as needed. If each bowler is bowling at a different rate, then that rate can be set in the Bowlers Tab, and the correct rate will be charged upon checkout. Alternatively, these rates can be left blank and the operator can decide the rate at check out.
- Click **Check-In**, or just press **ENTER** again.
- The New Customer screen will appear. Enter a name if desired, or search for a regular bowler, or just hit **ENTER** again.

If the customer's lane is not yet ready, use a similar procedure to create a booking. The customer will then be automatically checked in when the lane becomes available.

- Go to the **Bookings** screen to create a booking.
- Double-click on the desired lane and time in the booking sheet, or if the lane is unknown at this time, just click **New**
- Enter the number of bowlers etc as prompted, pressing ENTER to advance to the next setting.
- Make any changes to the bowling style, rate or other settings as needed
- Click **OK**, or just press **ENTER** again.
- The New Customer screen will appear. Enter a name if desired, or search for a regular bowler, or just hit **ENTER** again.

By default, **Auto Check-In** and **Arrived** are ticked. The customer will be automatically checked in when the lane becomes available.

If the lane number is not yet known, leave it blank. The booking will be added to the waiting list. When a lane becomes available, drag the booking from the waiting list to the desired lane, or simply double-click the booking to edit it, and enter the lane number.

4.3.2. Pre-Paid Check In

Pre-paid Check-In is identical to post pay, except the **New Sale** buttons are used to make a bowling sale before closing the check-in screen. There is a **New Sale** button on the Main Tab for the main lane customer, and also one on each bowler (**$**) in the Bowlers Tab if bowling is to be paid and tracked separately.

Note that multiple bowling rates can be rung-up to the main lane customer if all are paying together. It is not necessary to set the bowling rate for each bowler, unless there will be further purchases and it is required for Touch Desk to automatically calculate the rate for each additional frame (similar to Post-Pay).

Also, when ringing up the main customer only, the number of bowlers will be assumed to be equal to the number of shoes sold. There is no need to enter these amounts manually.

From the Sales Screen –

This is a short cut procedure for Prepaid Check-in that can only be used if the lane is ready, and when there is no need to make changes to the bowling style, or individual bowlers.

- Go to the **Sales** screen
- Click **Clear** to clear any previous sale and customer if needed.
- Click on the lane or lanes to be checked in.
- Ring up the bowling that the customer wishes to purchase and click **OK** to complete the sale.
- The New Customer screen will appear. Enter a name if desired, or search for a regular bowler, or just hit **ENTER** again.

4.3.3. Extending a Pre-Pay

To add additional bowling to a prepay session, it is simply necessary to ensure that the correct customer is selected for the sale. There are a number of ways to do this

- Use the **New Sale** button on either the Main Tab or Bowlers Tab in the Lanes Screen.

- Simply select the lane or bowler position in the Lanes Screen, then go to the Sales Screen and click **From Lanes**.

Note that if the lanes had shut off due to the prepaid limit being reached, they will restart. If the lane has already automatically checked out, use the **Lanes ▸ Restore** button to restore the lanes, or just check in the customer again.

4.3.4. Checking Out

The procedure for Checking Out a lane is the same regardless of whether it is a pre-paid or post-paid customer, excepting that a pre-paid customer will generally have no bowling owing.

- Select the lane or lanes to be checked-out and click **Check-Out**. If the customer is on multiple lanes, individual lanes can be checked out at any time. Only when the last lane is checked out must the required amount of bowling for the entire session be rung up.

If there is no bowling or money owing or to be refunded, the **Check Out** button will be **GREEN**. If the amounts are within the Check Out Allowance, then the button will be **ORANGE**. In either case –

- Click **Check-Out** to complete the check out.

If there is bowling owing or to be refunded (Check Out button is **RED**), or if the customer owes any money from a previous sale –

- Click **New Sale.** The Sales screen will appear with the correct amount of bowling already rung up.

- Click **OK** to complete the sale. If all bowling has now been paid for, the lane will now check out.

To ring up bowling or collect any money from an individual bowler –

- Go to **Bowlers** to view a summary of each bowler's amount bowled and owing, or go to **Score Sheets ▸ Bowlers** to view each bowler's scores sheet as well as amounts bowled and owed.

- Click **Sales ($)** and ring-up this bowler's own bowling as above. Note that if this bowler has not been assigned a customer number, the new customer screen will appear.

It is not necessary to ring up the same amounts as shown on the Bowlers tab for each bowler. As long as the total amount rung up is sufficient for the total amount bowled, then the lane will check out.

If any customer wishes to see the bill before paying, ring up the games or time owing as above, but click **Pay Later** and **Enter** to complete the sale without collecting any money. Then click **Print Bill** (short or long) to print the bill showing all amounts owing including the current bowling just rung up. Then to collect payment, begin a new sale for this customer, and go straight to the Payments screen without ringing up any further items, and complete the sale as usual.

You can combine bowler's individual tabs & bowling by using the **Include** tick box beside the bowlers to be combined, then click the **Sales** button for any one of those bowlers to ring up all these amounts.

The **New Sale for Total** button will ring up ALL bowling and tabs (money owing) for all bowlers in one sale to the main lane customer.

In both cases above, Touch Desk will automatically distribute the bowling and or money to the individual bowlers using Assign transactions when the sale is complete.

From the Sales Screen –

This is a short cut procedure for Check-Out that can only be used if all bowling owing is to be billed to the main customer.

- Go to the **Sales** screen
- Click **Clear** to clear any previous sale and customer if needed
- Click on the lane to check out.
- The bowling owing will now be automatically rung-up.
- Complete the sale and the lane will check out.

4.3.5. Making a Booking

Bookings are used to reserve a lane or table. They are used for events such as Leagues and Tournaments, as well as for customer reservations.

To create a booking for a League or Tournament, see CDE Leagues and Tournaments.

To make a booking for a customer-

- Go to the **Bookings** screen.
- Select the desired day and scroll to the desired time and lanes in the Booking Sheet. Double click on a vacant slot to create a new booking.
- Click **New Customer** and either search for an existing customer, or enter the new customer's details. At least a name and phone number should be entered for all bookings.
- Use the **New Sale** buttons as detailed in the next section to take any payments for the booking and to ring up the items included in the booking.
- Check that all details on the booking screen are correct, including the number of bowlers and lanes, amount of games or bowling time, shoes, and the bowling style.

  Although Touch Desk will attempt to set many of these based on the items sold, this may not always give the desired amounts. So they should be checked prior to saving the booking.

  Also, do not set the total games, time or shoes prior to ringing up any sales, as Touch Desk will add any sales to these amounts.
- If known, enter the bowlers' names to allow for a speedy check in when they arrive.
- Generally the **Arrived** option should not be ticked, as the bowlers may arrive late. Bookings will not auto-check-in until the party has arrived.

- Click **OK** to save the booking.

4.3.6. Taking a booking deposit

Use the **New Sale** button on the Main tab of the booking (or on the Bowlers tab for individual payments) to open the **Sales** screen.

Ring-up the items to be included in the booking such as games, food and shoes as usual.

If the booking is not for today, and a Booking Trust Fund has been setup, then Touch Desk will ask if this payment should be held in this trust fund as a deposit until the day of the booking. If so, you can choose to collect the entire amount as a deposit, or any lesser amount. Complete the sale as usual and collect the deposit from the customer.

The items that were rung up will be saved as "pending" and automatically rung-up on the day of the booking, 15 minutes prior to start time or if the lanes are checked-in, using the customer's deposit from the trust fund as payment. If the deposit was less than the entire amount, then the customer will have an outstanding balance on the day of the booking.

Note that you can select 0 as the deposit amount, or just not proceed with the deposit sale once the pending sale items are created. The entire amount will then be payable on the day of the booking,

See Booking Trust Fund for more information, and note that you must use the New **Sale** buttons from the booking for this process to occur.

4.3.7. Changing a Booking

To change a booking, firstly find the booking either in the booking sheet, or by searching by customer. Once the booking is found, double click the Booking or click **Edit.**

To find a booking for a given customer –

- Go to the Customer Screen and click **Search**
- Click **Clear All** to clear any previous search criteria.
- Enter the customer's phone number or name or other search criteria.
- Click **OK**

- Select the customer from the list.
- Go to the Bookings Screen, click the **Customer Tab,** then **From Customers.**
- Double click the booking to be changed in the list
- To go to the booking in the Booking Sheet, click on the booking in the list once, then click **Locate**.

4.3.8. Checking-In a Booking

Use this procedure to check in a lane or table for a booking or a customer on the wait list –

- Go to the **Bookings** screen and click on the Booking or Waiting List entry to check in.

- Go to the **Lanes** or **Tables** screen.

If the booking had a designated lane or table –

- Click on **Check-In.**

If the booking did not have a lane or table number entered, or if you wish to change the lanes or tables to be used –

- Select a lane or table and then click on **Check-In**.

Note that for multi-lane or multi-table bookings, each lane (or lane pair) or table can be checked in separately if desired.

It is also possible to check in a booking directly from the booking sheet. Simply drag the booking to "now" on the sheet, and the **Auto Check In** and **Arrived** functions will be automatically enabled, causing the booking to check in shortly.

4.3.9. Customer Tabs

To sell an item or bowling to a customer that is going to pay later-

- Ring-up the sale as usual, but click the arrow next to **Pay Later** in the Payment screen.

When a customer is ready to settle their tab-

- Go to the **Sales** Screen
- Click **Clear** to clear any previous sales
- Select the Customer.
- Click **Print Bill** (short or long) to print a bill for the customer if required.
- Click **Enter** to bring up the Payments screen.
- Enter the amounts to be paid by cash or other methods as usual.
- Click **OK** to record the payment
- If required, Click **Print Bill** (short or long) to print a copy of the bill including the payment, or just **Print Sale** to print a record of the payment only.

4.3.10. Checking In a Table

To check one or more customers into a table, where the customer is going to pay later –

- Go to Tables and select a free table, then **Check-In**
- For the main customer, click **New Sale**
- The New Customer screen will appear. Enter a name if desired, or search for a regular customer, or just hit **ENTER**.
- Ring up the customer's purchases.
- Click on the arrow next to **Pay Later** if not paying now.
- Then click **OK** to complete the sale.
- If other customers are paying separately at the same table, go to the **Other Customer** tab and use the **New Sale** buttons there to ring up sales for the other customers.
- Click **Check-In** to complete the check in

From the Sales Screen –

This is a short cut procedure for Table Check-in that can be used only for the main customer.

- Go to the **Sales** screen
- Click **Clear** to clear any previous sale and customer if needed.
- Click on the table or tables to be checked in.
- Ring up the customer's purchases.
- Click on the arrow next to **Pay Later** if not paying now.

- Then click **OK** to complete the sale.
- The New Customer screen will appear. Enter a name if desired, or search for a regular customer, or just hit **ENTER** again.

4.3.11. Adding to a Table's tab

From the **Tables** screen, select the table then **Modify** (or just double click the table).

Use the **New Sale** button on either the Main Tab or the Other Customer Tab to ring up additional sales as needed. Be sure to click the arrow next to **Pay Later** if the customer is not paying the account now.

From the Sales Screen –

This is a short cut procedure used to select the main customer from a table.

- Go to the **Sales** screen
- Click **Clear** to clear any previous sale and customer if needed.
- Click on the table.

4.3.12. Checking Out a Table

To check out a table –

- Go to Tables and select the table, then **Check Out**.
- Click on the customer's **New Sales** button, either on the Main Tab, or the Other Customers Tab.
- The Sale screen will open, click **OK** to complete the Sale, and collect the amount of cash or other tender from the customer as usual.
- Return to the Tables screen, and repeat for each customer.
- To combine several customers bill into a single payment, go to the Other Customers Tab, and select **Include** for all bills to be included, then **New Sale** for the customer who is paying.
- To combine all bills on the table into one and charge them to the main customer, click **New Sale** at the bottom of the Other Customers Tab.
- To split a bill, see Sales ▸ Splitting a Bill.

Once all customers on the table have no money owing, the table will automatically check out

From the Sales Screen –

This is a short cut procedure for Check-Out that can only be used if the table has only a main customer.

- Go to the **Sales** screen
- Click **Clear** to clear any previous sale and customer if needed
- Click on the table to check out.
- Complete the sale and the lane will check out.

4.3.13. Collecting Customer Deposits

Customers can make deposits for reservations, pro-shop orders, tournaments or any other purpose. The money is held in a trust fund, until it is paid out and used to offset a purchase.

For example, to collect deposits for pro-shop purchases –

- Set up an item of type CUSTOMER TRUST FUND and place it on a suitable screen. This item is a holding account only and would normally be grouped with other trust funds, not in the **Sales** group. See Editing Items ▸ Customer Trust Funds

- To collect a deposit, click the key, then the Collect Deposit key. Enter the amount collected into the price field, and complete the sale as normal.

- To redeem the deposit, click the key, followed by the customer's name, then ring up the item purchased. The amount of the deposit will be deducted from the price of the item.

- Note that if a customer has not yet been selected for the sale, then clicking the key will display all customers who have a deposit of this type. This can be used as a quick way of finding the correct customer

- If only part of the deposit is to be redeemed for this sale, then ring up the sale items first, then select the deposit key. The amount deducted from the prepaid deposit will be automatically set to equal the amount of the sale.

The **Note Req'd** option can be enabled when setting up the item to force the operator to enter some text in the notes field. This is typically used for trust funds such as pro-shop deposits to enter a description of the item ordered, expected delivery date etc.

4.3.14. Gift Cards

Touch Desk supports the issuing of gift cards or certificates which can be redeemed at a later date.

The card or certificate has no intrinsic value; it merely provides a link to a customer that has a deposit made for them in the Gift Cards trust account.

Gift Certificates can be designed on any word processing program, but should include the customer number, the amount and the date, and a barcode to scan.

Gift Cards work identically to customer cards. The card can be either a magnetic stripe type or barcode. As long as the code is unique it can be used to identify a customer that has preloaded credit. Smart cards can also be used.

In order to use Gift Cards, there should be a customer trust fund item called Gift Cards, and it should be placed somewhere on the Sales screen. See Editing Items ▸ Customer Trust Funds

When the card is issued, the purchase makes a deposit against Gift Cards for the amount of the card. The customer used for the sale should be the recipient of the gift. This could simply be a new customer called GIFT CARD #0001 for example, or it could be used as an opportunity to enter the recipient's name and details into the customer database.

When the card is redeemed, the operator either swipes the card or uses the customer number from the certificate to identify the customer and then selects the Gift Cards item, and then the customer. This is the same procedure as for redeeming any customer deposit.

If the Gift Card has been issued under an anonymous customer ID (eg GIFT CARD #0001), and the recipient already has an entry in the customer database, then the proceeds of the card can be transferred to the customer when it is first presented. Use the following procedure –

- Select Gift Cards, then the customer as if to pay out the entire deposit
- Click **Show Payment**
- Click on **TRANSFER** and select the recipient as the transfer customer, then click OK

The balance of the Gift Card is now available for the customer to spend. Note that this balance is no longer held in the Gift Card trust account, but is simply a positive cash balance for the customer.

Note that some linked EFTPOS terminals may also support the use of Gift Cards for payment. These Gift Cards are different from the in-house Gift Cards as described above, and can be used across multiple sites. While Touch Desk support using these cards for payments, other function such as issuing the card and activating new cards must be done outside of Touch Desk. Contact your payment provider for more information on using these types of Gift Cards.

4.4. CDE Leagues and Tournaments

4.4.1. Overview

Touch Desk works with CDEs League and Tournament programs to allow these events to be run automatically.

The event is defined within the CDE program, and then exported to Touch Desk.

Touch Desk automatically scans for new export files every minute. When a new file is found, Touch Desk will read the file and create a booking for the event. If a booking for this event already exists, it will be updated with the new information in the export file.

The booking will appear in the Booking Sheet just like any other booking, and may be checked in and started the same way.

As the event progresses, Touch Desk saves the bowler's scores in a file. This file can then be imported into the CDE program for processing.

4.4.2. Setup of CDE programs

The **Automatic Scoring Setup** screen in the CDE program is used to configure the capabilities of the scoring interface. None of these settings need be changed from their default values, unless the CDE program is to be installed or run on a computer other than the Lane Server. In this case, the following settings must be changed:

- **Location for Export File**. This is the location of the folder where the CDE program exports files to the scoring system. The location is a shared folder on the Lane Server computer called **Lane Server Data\CDE.** Use the browse button to find it. Click **Browse**, then **Network**, then the name of the lane server computer, then **Lane Server Data** then **CDE.** Do NOT use a redirected drive (such as Z:) as this method is NOT reliable.

- **Location for Scores File.** This is the folder where scores are exported from the scoring system to the CDE program, and is the same as the Export File location above.

- **Location/Computer Name of Front Desk**. This is the location of the Lane Server program files, and is a shared folder on the Lane Server computer called **Lane Server Programs**.

Note that the name **localhost** is used in the default settings to refer to the computer that the CDE program is installed on. If the program is to be run from a different computer, **localhost** must be replaced with the actual name of the lane server computer.

Note also that the type of scoring system must be set to **AK Microsystems Touch Desk.** If Touch Desk has been installed as an upgrade to the Lane Control System, contact CDE Software to also upgrade their programs.

Name Length It is also a good idea to set the maximum length of combined name in the Options screen to whatever the maximum name length your particular scoring system supports. This value defaults to 24, but many older scoring systems only support 16 characters in a name. Setting this value to 16, and ensuring bowler names are less than 16 will minimise importing errors due to unmatched names.

All other settings should remain at their default value.

4.4.3. Exporting to Touch Desk

Prior to the start of the event, the event must be exported from the CDE program to Touch Desk. See the BLS program for details on exporting.

Shortly after exporting, Touch Desk will create a Booking for this event, and load the bowlers and settings from the CDE export file into the Booking.

The Customer for the Booking will have the same name as the event. If this customer does not exist, it will be created.

To also create a customer record for each bowler, see Customers ▸ CDETab ▸ Creating a Customer for each bowler .

A booking for a CDE event is just like any other booking, except that –

- The Booking screen has an additional tab with CDE specific options. These options reflect those scoring options that can be set from within the CDE program. See the CDE Tab for more details.

- The Bowlers Tab shows each *team* in the event, rather than each *lane* as for a normal booking. How these teams are sent to the lanes depends upon the event rules. There may be more than one team on a lane, and teams may change lanes between games. The teams may also contain more bowlers than will actually play to allow for reserves.

- Double clicking on a bowler's name brings up a list of all bowlers in the event, allowing for easy substitutions.

- Any attempt to change the assigned lanes for the booking will bring up the Lane Move screen. This screen allows any lane assigned to the booking to be moved to another lane.

4.4.4. Setting Event Options

There are many different settings that effect how a league or CDE event will behave. Some of these options are set within Touch Desk, others within BLS. As both BLS and Touch Desk support many different types of scoring systems, some of these options may not be available for your centre.

When a CDE event is imported into Touch Desk, the options are applied as below -

- The Booking is created using the bowling style, and various other settings from the CDE Tab of the league customer. See Customers ▸ CDE Tab for details. The league customer is automatically created the first time a file is imported, and is then used to set the bowling style and other options for subsequent weeks.

- The options found within the CDE export file (ie.those set within the BLS program) are then applied, overwriting any already set. For example, if the practice time in the current bowling style is 5 minutes, but practice time is set to 10 minutes in BLS, the booking will use the 10 minute setting. For details on the CDE options and how they relate to Touch Desk options see Bookings ▸ CDE Tab.

Note that these settings are only applied when the event is exported from CDE and the booking is created. If any changes are made to either the CDE customer, or within BLS after this time, the event must be re-imported into Touch Desk.

However, the individual settings that make up the bowling style are applied at check in. So any changes to these settings made after export, but prior to check in, will be used.

Any changes that are made directly to a current CDE booking in the Bookings screen will NOT automatically carry over to the next week's booking. Only changes made to the Style, CDE Customer or within BLS will be used for subsequent weeks.

4.4.5. Start up and Shutoff Options

This section details how to setup the league for automatic start-up and shut-off. After setting these options, re-export the league from CDE

4.4.5.1. Auto Check In

On the League customer's CDETab –

1) Enable **Auto-Checkin** and enter a time prior to the start time that the lanes should check in.

If the league customer does not yet exist, export the league once to create it. Make the necessary setting changes to the customer and then export it again to use the new settings.

4.4.5.2. Pinspotters ON at start of Practice

In BLS **Send League to Front Desk ▸ Options -**

1) Set **Automatically Switch Pinsetters On**
2) Set **Shadow Practice** if pinspotters should use instructomat mode, else they will use normal play mode.

4.4.5.3. End of Practice.

Some common scenarios are detailed below, although others are also possible.

Automatic with Pinspotter shutoff.

One minute prior to the end of practice "**End Practice Near**" will appear on the overheads.

At the end of practice the pinspotters will go off.

A short time later, the pinspotters will come back on, the scoring will reset out of practice mode and the player arrows will appear.

In BLS **Send League to Front Desk ▸ Options –**

1) Set **When Practice is Finished Pinsetters should be TURNED OFF.**
2) Set **When Practice is finished the scoring goes into league mode** to **AUTO**.

In the bowling style, as defined on the League customer's CDETab –

3) Set the **Restart** time as the number of minutes after shut off that the pinspotters will restart. If the **Restart** time is greyed out, enable practice, set the time and then disable practice.

Automatic without Shutoff

One minute prior to the end of practice "**End Practice Near**" will appear on the overheads.

At the end of practice the scoring will reset out of practice and the arrows will come up.

This method relies on the bowlers noticing the "**End Practice Near**" message and stopping bowling.

In BLS **Send League to Front Desk ▸ Options –**

1) Set **When Practice is Finished Pinsetters should be LEFT ON**
2) Set **When Practice is finished the scoring goes into league mode** to **AUTO**.

Manual without shutoff

One minute prior to the end of practice "**End Practice Near**" will appear on the overheads.

At the end of practice, "**End Practice**" will appear or for scoring systems that use full screen for the **End Practice Near** message, this message will clear.

The front desk can now reset the scoring with Lanes ▸ Modify ▸ Practice and let the bowlers bring up their own arrows, or use Lanes ▸ Modify ▸ Bring Up Arrows to both reset the practice mode and bring up the arrows.

For XL scoring the arrows will always come up when practice is reset. Some other scoring systems require the bowlers to bring up the arrows.

In BLS **Send League to Front Desk ▸ Options –**

1) Set **When Practice is Finished Pinsetters should be LEFT ON**
2) Set **When Practice is finished the scoring goes into league mode** to **MANUAL**.

4.4.5.4. End of Bowling.

The end of bowling options are set in the bowling style used for the league. This style is set on the League customer's CDETab.

Normally the **Auto Shut Off after game X** option is used. The actual number of games in the league is read from BLS, the number entered in the style is not used.

Make sure other shutoff options such as **Shut off at End of Prepay** are NOT used, as these generally do not apply to leagues and may result in premature shutoff.

The shutoff options shown in BLS **Send League to Front Desk ▸ Options** are not used.

4.4.6. Making Bookings for the whole season

To make a booking, and therefore reserve the lanes, for a whole season of a league –

- Export the first week from BLS. It does not matter if bowlers and teams have not yet been entered, as long as the lanes, start time, dates etc are correct. This will create a customer for the event.
- Go to the **Customers Screen** and **Edit** the customer for the event. Go to the **CDE Tab** and set the booking types, bowling style, and time on lanes as required.
- Go to the **Bookings Screen** of Touch Desk and select the booking for Week 1.Click **Edit** then **Re-Import**. This will apply the options from the Customer to the booking. These options will now automatically apply for all future weeks. Close the booking.
- Click on **Repeat** and enter the number of weeks to repeat.
- If there are any breaks in the season, it will be necessary to manually adjust the date for some weeks by **Modifing** the booking. Make sure that the week number on the CDE Tab of the booking corresponds to the date of the booking. Do not just delete any breaks in the season, as these week numbers will then be missing.

As each week is exported throughout the season, the booking will be updated to show any changes that have been made to the league.

The above method is the only way to generate a valid CDE booking. Using **New** to enter a new booking will generate a normal booking, not a CDE booking. It is hoped that future versions of CDE's programs will export the

entire season's schedule, and bookings for the entire season will then be generated automatically.

4.4.7. Making Changes before Check In.

To make changes to the event before the lanes are checked in, go to the Bookings Screen and **Edit** the booking

Changing the Line Up.

To add or delete bowlers in a team, go to the Bowlers Tab. Double click on a bowlers name to bring up a list of all bowlers registered for this event, and select the new bowler for this position. If the new bowler is not registered for this event, just type in the new name, handicap and blind or absent score.

Note that the team may contain more bowlers than will actually play, to allow for reserve bowlers to be registered with the team. Normally only those bowlers at the head of the line up will actually play. For example, for a four man team, only the first four bowlers in the line up will appear on screen at the lanes. To send all players registered with the team, enable **Send all bowlers on the Roster to the lanes** in the CDE tab of the booking.

Bowlers can be moved around within a team by dragging and dropping their name onto a new position, or moved to a different lane by using the **Move Bowler** button.

Bowlers who are bowling with the team, but are not part of the team, can be added to the end of the line-up. Their type should be set to **Pacer**.

Bowlers with type set to **Absent** or **Vacant** will appear at the lanes as **Blind** bowlers. The only different between the types is whether the blind score used is the absentee score or the vacancy score.

Bowlers who have pre-bowled will have a player type of **Absent**, but the blind score shown at the lanes will be their pre-bowled score. Any pre-bowls should be entered in to BLS before exporting the league. Note that only Touch Score scoring will correctly update the pre-bowl score at the lanes for each game. Other scoring types will show only the first game pre-bowl, but this will not affect CDE processing of the league.

Also, some scoring types do not support marking bowlers as absent when the league is initially sent to the lanes. This may need to be done at the console, or after check in.

Changing the Lane Assignments.

To move the event to different lanes, click on a lane number in either the **Main Tab** or the **Bowlers Tab**. The **Lane Move** screen will be displayed. Enter the new lane numbers for each lane to be moved.

Changing the Scoring options.

The scoring options are determined by the Bowling Style, and the options set in the CDE program. Either may be changed within the Booking Screen as required. Note that any changes made to the CDE options here will not carry over to the following week. To make the changes permanent, they must be changed in the CDE program.

The bowling style that is chosen defines what the scoring will do when the event is started. If practice mode is required, or the machines are to be switched on, these options must be set in the appropriate style. Note however that some CDE options will override the bowling style.

To change the bowling style, booking type, or time on lanes for future weeks, edit these items on the CDE Tab of the ***Customer*** for the event.

4.4.8. Making Changes after Check In

To make changes to lanes that are already checked in, use the **Modify** command in the Lanes Screen.

Changing the Line Up at the Desk.

To add or delete bowlers on a lane, go to the Bowlers Tab. Double click on a bowlers name to bring up a list of all bowlers registered for this event, and select the new bowler for this position. If the new bowler is not registered, just type in the new name, handicap and blind or absent score as usual.

Note if a bowler that has pre-bowled is added after check-in, the pre-bowl scores for each game will not automatically appear at the lanes. However the scores will import correctly into the CDE program.

Bowlers can also be moved around on a lane by dragging and dropping their name onto a new position, or moved to a different lane by using the **Move Bowler** button.

Note that the event rules determine which team and bowler position within that team will occupy each position on the lane, regardless of the bowler name entered there. For example, if there are two teams on a lane such that the line up is:

1. Team 1 Bowler 1
2. Team 1 Bowler 2
3. Team 2 Bowler 1
4. Team 2 Bowler 2

Then whatever bowler name is entered as position 1 on the lane will be regarded as Bowler 1 for Team 1, even if the name of a bowler in team 2 is entered here.

Changing the Line up at the Lanes.

New bowlers can be entered at the lanes as required, but note the rules above regarding bowler position.

TS2/TS3 also allows for bowlers that have been registered as reserves for this team to be easily exchanged with a current bowler.

To make any of these bowler changes at the lanes, the *Allow Edit Names* CDE option must be set.

To restore the original line-up use the TS2 menu option *Get Names from Desk*.

For AMF Accuscore scoring, you can make line up changes at the lanes by entering a special code as the team name, then pressing enter –

- Enter **111X** to restore the original line up. If any bowler names are entered prior to entering 111X, Touch Desk will attempt to match the names with those listed for the league in BLS. So the names of reserves could be entered, then **111X**, and Touch Desk will fill in the handicap scores.

- Enter **888X** if an entire team is absent. For Accuscore Plus this will delete the team as this scoring does not support a whole lane being blind.

Changing the Lane Assignments.

If a lane needs to be moved after check in, then either-

- **Move** the lane to another lane
  or
- Check the lane out, change the lane assignments in the booking, then check the new lane in.

Changing Scoring Options.

Use the **Modify** command in the Lanes Screen as usual. All the CDE specific options map to the standard options available in these screens.

4.4.9. Starting the Event

Starting a CDE event is identical to starting any other booking. See Checking In a Lane Booking

Turning on the Screens.

If Auto Check in is enabled, the screens will come on automatically a preset time before the start time. If not, select the booking in the Bookings Screen, go to the Lanes Screen, and click **Check In**. Click **Lane On Hold - Yes** on the **Main Tab** to prevent the lanes from going straight to play or practice mode.

An important advantage of Auto Check-In is that the lanes will come on as they become available. With manual check-in, it is necessary to check in each pair as they become available, or wait until all the lanes are available.

Starting Practice.

If Auto Start is enabled, the event will automatically start at the preset start time. Starting an event means taking the lanes out of hold. The settings from the bowling style will then be applied. This may be practice or play mode, and may start the pinspotters.

To start a booking manually, use the **Modify** command in the Lanes Screen and click **Lane on Hold - No**.

Starting Play.

Changing from practice to play mode can happen automatically or manually.

If a practice time is set in the CDE program, then the lanes can be configured to automatically come out of practice mode at this time. There is also a CDE option to determine if the machines will stop or keep running. See Start Up and Shut Off Options for more information.

If automatic transition from practice to play has not been setup, it is up to the front desk staff to take the lanes out of practice and set the machines using the **Modify** command in the Lanes Screen as usual.

Note that resetting Practice will automatically switch the pinspotters *On* if they were previously in *Instructomat*. Also, clicking on **Bring Up Arrows** will automatically reset practice mode, set the machines on, and bring-up the arrows.

4.4.10. Making Changes during the Event

Moving a Lane.

If a lane must be moved during an event due to breakdown, use the **Move** command from the Lanes Screen as usual. Touch Desk will automatically edit the lane assignments for the event, so that any scheduled movements of bowlers between games will work correctly with the new lanes.

If it is not possible to move the lane, then edit the lane assignments in the Booking, and check the team in on the new lanes. To skip to a game other than the first game, see below.

Skipping a Game.

In some cases it may be necessary to advance a lane to the next game, without the previous game being bowled. For example, if the teams are scheduled to change lanes after each game, and neither of the teams on a pair have turned up for game 1, then this pair will still be waiting for game 1 when the game 2 teams are ready to bowl on it.

To correct this situation, use the **Modify** command on the Lanes Screen and go to the Scoring Tab. Enter the correct **Game #** (game 2 in the case above) and click on **Load Names**. The teams for game 2 will now appear on the lane.

Although the lane status will show that these lanes are on game 1, and there will be only 1 score sheet, the scores will be correctly entered into the CDE import file as game 2, as per the **Game #** setting.

4.4.11. Finishing the Event

Once the event is over, the lanes can be checked out as normal. There is no special procedure required for a CDE event.

The scores can be imported into the CDE program at any time, even while still bowling.

Note that the length of the bowler's name returned from the scoring system depends upon the actual system. In some cases, only 16 characters are returned. The CDE program will give an *unknown bowler* error for any names that are longer than this limit. To solve this problem, either limit bowler names to the length supported by the scoring, or use the **Identify Unknown Names** function of the CDE program to map these shortened names to the actual names.

4.5. Linked Events

Other programs can be used to process events such as leagues and tournaments. These programs can export event information, teams, and bowlers to Touch Desk. Touch Desk can then run the event and export scores back to the external program for processing.

For the file format specification, see the Touch Desk Developers Guide.

Linked events operate in a similar way to CDE events as detailed above.

4.5.1. Importing Event Information.

Touch Desk automatically imports a new event when a new import file is detected. Touch Desk will create an event customer for the event, if it does not already exist, and then a booking for the event.

The event customer has the same name as the event, and is the owner of the booking and is also the customer used to check in the lanes when the event takes place. The Event Options tab of the event customer contains various settings used to create the booking. If this customer was not already present, and was therefore newly created with default settings, it may be necessary to change these settings then re-import the event again. These settings will then be correct for subsequent imports.

In particular, the bowling style can be set here, which controls all lane options. There may also be cases where some lane options can be included in the imported file. In this case, the imported options will overwrite the default options set for the event customer.

Bookings created here will show an additional Linked Event tab on the bookings screen to provide functions specific to linked events.

An event can have multiple weeks (in the case of leagues) or squads (in the case of tournaments), and each week or squad can have multiple shifts. Only one booking can exist for any one event with the same week/squad and shift number.

The event can be imported with full rosters including teams and bowlers, but this is not necessary. For a walk in tournament for example, all teams and bowlers can be left blank and entered at the lanes.

4.5.2. Running the Event and Exporting Results

The event is run in the same way as any other booking. Features such as auto check in, practice time etc can all be set either in the bowling style or on the Event Options tab of the customer screen.

Note that while it is possible to edit the current booking and change any options necessary, these changes will not persist the next time a new week/squad/shift for this event is imported, or if the current booking is imported again. But if the changes are made to the style or the Event Options tab of the event customer, then each new booking subsequently imported for this event will use these new settings.

As the event takes place, and scores are cleared from the lane, a file will automatically be created with the results. This can be imported into the external program once the event is complete.

Only scores from those lanes checked in to the event booking will be included in this file, so it is important to ensure all lanes in use for the event are checked in with the event booking. If the number of lanes required is not known before hand, it can be changed on the booking screen and new lanes checked in to the booking, even once other lanes have started bowling.

It is also possible to export scores for any range of lanes or times by using the Export button on the Saved Scores screen.

4.5.3. Linking Customer Databases

An additional feature of the Linked Event function is the ability to link the customer database within Touch Desk to the bowler database used by the linked program.

Bowler name and address information can be maintained either by Touch Desk and exported to the external program, or maintained by the external program and imported into Touch Desk.

To export customer data from Touch Desk, see Customers ▸ Export. The customers exported can be the result of a customer search, so only those bowlers required are included. For example, only those bowlers that have paid an entry deposit for a specific tournament could be included.

To import customer data from an external program into Touch Desk, the external program must create an addresses file. Touch Desk will automatically process and import this file when importing a new event.

It is not necessary to link the bowlers to the Touch Desk database. The event can simply be run with bowler names.

4.6. Cash Management Overview

Touch Desk is much more than just a replacement for a cash register. While it is possible to simply use the end of shift reports for book keeping as you would the daily totals from a cash register, Touch Desk can also be used for –

- Exporting to QuickBooks accounting. Touch Desk provides full reporting and details of income, while Quickbooks manages expenditure, payroll, bank reconciliation etc. This provides a complete solution for centre accounting.

- Detailed income reports comparing income with last year, bowling sold versus actually bowled and bowling statistics such as average game price. While Quickbooks can track income in dollar terms, only Touch Desk can integrate this information with the bowling data.

- Tracking trust funds or virtual bank accounts such as League Prize funds and customer deposits.

- Customer statements for customers who have a credit account with the centre.

- Tracking Stock

4.6.1. Daily Operation

The basic steps for daily operation of the Touch Desk Sales function are detailed below. More detailed information is in Sales.

- **Open a shift**. Before any sales can be made, a shift must be opened. Go to the **Sales** screen, **Shifts**, then **Open Shift**. See Sales ▸ Working with Shifts. It may also be necessary to enter the initial opening float in the cash drawer at his time. See Sales ▸ Banking

- **Ring Up Sales**. Ring up sales as required throughout the day. Click each item to be sold, followed by **OK**, then select the payment type (Cash etc) then **OK** again and collect the payment. See Sales ▸ Ringing up Items

- **Close the Shift**. At the end of the day or shift, go to **Sales**, **Shifts** and then click **Close Shift**. Remove the cash from the drawer and any checks etc.

  If a new shift is to be started straight away, click **Open Shift** and enter any initial float as before. You can then start ringing up sales for the new shift without waiting for the previous shift to be counted and finalized.

- **Enter Banking**. Count the cash and checks and enter the amounts using **Shifts** and then **Banking**. Make sure to select the "**Previous Shift**" option as this banking is for a shift that has already been closed. See Sales ▸ Banking.

- **Finalize the Shift.** Once all banking has been entered, click **Finalize Shift**. If enabled, the End-of-Shift report will automatically print, and an export file will be created ready for import into QuickBooks or other accounting programs**.**

- **Import into QuickBooks or similar.** At some time later, the files generated by Touch Desk can be imported into QuickBooks. If the banking amounts entered into Touch Desk do not match the actual deposits, this will be found when the bank account is reconciled within QuickBooks. Any corrections can be entered in QuickBooks if needed.

  It is also possible to enter corrections into Touch Desk itself. This is necessary to ensure that the Touch Desk income reports and balances reflect the correction. See Sales ▸ Amending Daily Totals. Any changes to Touch Desk should also be re-exported and imported into QuickBooks to ensure both systems reconcile.

4.6.2. Trust Funds

Trust funds are used whenever money is held in trust and later given out or used for a subsequent sale. Examples include League Prize funds and customer deposits.

Touch Desk can keep track of the balance of these funds, and produce statements showing deposits and withdrawals as if they were virtual bank accounts.

In addition, the balance can be shown on the Sales screen.

The Sales screen can be used for both collecting deposits, and paying out money directly out of the cash drawer.

Where money is paid out of a trust fund outside of Touch Desk, for example if the centre writes a check to pay for league prizes, then the amount must be entered into Touch Desk using the Adjust key.

See Items ▸ General Trust Funds and Items ▸ Customer Trust Funds

4.6.3. Multiple Bank Accounts

Touch Desk collects all banking into a single account, however often separate bank accounts are needed. For example, the League Prize money may be kept in a separate account.

It is generally not practical to divide the money up into its separate bank accounts prior to banking. For example, a single check may be used to pay for both a leagues bowling and their prize fund deposits, and this single check cannot be deposited into two separate bank accounts.

Therefore, the money is best banked into a single account and transferred sometime later from one account to the other.

All the items that belong to the separate bank account should be set up under a single group header, for example all the league prize funds could be under a "Prize Fund" group header which represents the separate bank account.

If the centre is using QuickBooks, then this group should be accumulated under a single account within QuickBooks, and the balance of this account periodically transferred to the new bank account.

For centres not using QuickBooks, then the total for this group, taken from either the end-of-shift reports, or perhaps from weekly income reports, is used to determine how much needs to be transferred to the new bank account.

4.6.4. Customer Accounts

Customers can be setup for a credit account, with a defined credit limit and payment date. See Customers ▸ Account.

Use the Pay Later button when making sales for this customer.

To accept a payment, ring up an empty sale and enter the payment details as usual.

This technique can also be used for running short term accounts for customers, whereby they pay as they leave the building.

If the customer makes a payment that is outside of Touch Desk, for example a direct deposit into the centres bank account, then enter the transaction at Touch Desk using the Adjust key, to ensure that Touch Desk can correctly display the customers balance.

To print customer statements for mailing or emailing, see Admin ▸ General Reports ▸ Customer Statements.

If using QuickBooks the Customer Accounts item should be linked to an accounts receivable account.

The Customer Accounts special item is used to accrue the amounts owing by customers. The Customer Accounts figure on reports is the balance of amounts in and out of this account for the defined period. See Customer Accounts Item.

4.6.5. Stock Control

Touch Desk includes a simple stock control system.

Opening stock, stock adjustments, and stock purchases can be entered either using the Adjust key, or in the Items screen.

Stock sales are automatically recorded when an item is sold.

Stock on-hand is displayed on the sales screen.

General Reports includes reports for stock movement, and re-ordering based on the required minimum stock level. See Admin ▸ General Reports ▸ Stock Activity , Stock List and Restock List.

4.7. Working without the Point of Sale module

The Point of Sale module in Touch Desk can be disabled. Touch Desk then works as a Lane Control System only, and a separate cash register is used to record sales.

To enable or disable the Point of Sale module, see Admin ▸ System Setup ▸ Sales ▸ Disable POS. If this option is greyed out, then your licence does not include the POS module. Contact your supplier for an upgrade.

The following points should be noted when using Touch Desk without the Point of Sale module –

When checking in a lane, you can enter the number of games (or amount of time) that the customer has purchased. The automatic shutoff functions will then work as described, as if these amounts had been actually rung up in the **Sales** screen.

POS reports can still be used to show the amount of actual bowling for each shift, although obviously there will be no financial information on these reports. In order for this to work correctly, each shift must be Open, Closed and Finalised as described in Sales ▸ Working with Shifts. If POS reports are not required, then a single shift can be opened and never closed, and all bowling will accumulate in this shift.

The Income Report can be used to show the amount of bowling over a longer period. Only the **Bowling** and **Lane Usage** sub sections will be useful, all other sub sections should be disabled.

Use of the Income Report will require that valid shifts are opened and closed as above, OR that the Any Time filter in the report has not been checked. This is because reports filtered by time use the transaction date and time, rather than the shift date, so a single shift can still be divided into separate days. Enter 12:00AM to 11:59PM as a time range to include the entire day's activity.

5. Touch Bowl

Touch Bowl is a web service provided by A.K.Microsystems that allows centres to offer online services to their customers. Services provided include –

- Online lane control, replacing the bowler console with the customer's own mobile device.
- Online bookings for lanes and/or tables
- Online orders for in-house sales (order at the lane or table)
- Online orders for later pickup for F&B or pro-shop items.

Touch Bowl can also be installed on phones and tablets so that it will work and appear as a native app. See the Add to Home screen or Install option in the browser.

Touch Bowl may not yet be available for centres in your area, contact your sales representative for more information.

5.1. Touch Bowl Setup

Touch Bowl is a cloud app and must be configured as per other cloud apps as described in Cloud Applications. The following section is an overall guide and contains information that is specific to Touch Bowl. Use the help button to access the reference section for more detailed descriptions of each setting.

Setup System►Cloud Apps

Touch Bowl supports all the fields in the **Settings Common to All Apps.** Basic trading hours must be entered for Touch Bowl to allow any sales. Different hours for each area or type of sale can be set in System►Setup Sales Areas.

Add Touch Bowl US or To Touch Bowl UK as appropriate to the app list and enter your Touch Bowl key as provided by your sales representative.

Leave **Enable Public Access** unticked while testing the setup. In this mode, only users of this Touch Desk, who have linked their user account to a customer account will be able to use Touch Bowl to make purchases. In addition, a **Test Pay** button will be enabled in Touch Bowl so that sales can be tested without making an actual payment.

Touch Bowl uses different item screens based on sales area and type, therefore the general **Sales►Item Screen** does not need to be set.

Touch Bowl requires all items for sale to be setup in Touch Desk. Therefore the **Sales►Auto-create Groups** option is not available,

Touch Bowl supports all other options on the Sales, Bookings and Service Fee tabs.

Setup Sales Areas

Touch Bowl supports all the options in the Cloud Sales, Cloud Take Out and Cloud Booking tabs.

Touch Bowl supports booking reminders, as configured in the Booking Messages tab. Note that these reminders are sent by Touch Bowl, not by Touch Desk's own message centre. Only the timing of the reminders need be set, the template is not required.

Setup Items

Touch Bowl supports arranging items in screens, and for those screens to contain further sub screens. While there is no predetermined limit to the number of nested screens, it is better for the user's experience if the number of levels is kept to a minimum.

Touch Bowl supports all pricing options that Touch Desk supports, including pricing periods and levels. Tax should be defined as for normal items. Touch Bowl will give an indication of the taxes payable, but the actual transaction and any taxes therefore payable takes place at Touch Desk.

Touch Bowl supports combination items, and extras (modifiers) as for Touch Desk.

Touch Bowl supports displaying item descriptions and images. Images should be kept as small as possible in size. Jpeg format is preferred. Large images will slow the users experience and may be rejected by Touch Bowl.

In the Bowling tab, each bowling item should include a preset style, as this style will then allow further options to be set such as the availability of themes and bumpers.

Both the Bowling and Tables tab include options specific to online bookings. These allow Touch Bowl to calculate the number of items, lanes or tables required for a booking.

Rewards may be earned on sales through Touch Bowl, but currently any redemptions must be made at Touch Desk.

Touch Bowl supports removing an item from sale when stock reaches 0. This only applies to immediate in-centre sales, not forward bookings or pick-ups.

All F&B items should be setup to create an order in the Order tab. When an order created by Touch Bowl is marked as ready, the customer can be sent a notification via Touch Bowl and an email.

Setup Users

Touch Desk users have special privileges on the Touch Bowl web site. Only Touch Desk users can use the app when the Setup System▶Cloud Apps▶Enable Public Access is not set. Only Touch Desk users who are Owner level Admin users can access the Center Dashboard on the Touch Bowl site.

Touch Desk users must be linked to a customer record that has a valid email address. Each user can set their own Touch Bowl password in the Setup Users screen.

Normal customers must set their password online at Touch Bowl.

Lane Control. Lane Control in Touch Bowl is enabled as an extension of live scores. See the setup options on the Lane Information ▸ Results Tab for more information.

Setup in Touch Bowl

Owner level Touch Desk users can access the Center Dashboard page on Touch Bowl. Although most setup is done in Touch Desk, this page provides a few additional settings. It can also be useful for disabling some functions if Touch Desk is off line for any reason.

Settings. Each individual task type can be enabled/disabled.

- **Reservations**. Book a lane or table (time based activity).
- **Bowl Now**. Purchase bowling in center for immediate use.
- **In-Center Orders**. F&B orders from tables or lanes.
- **Pick-up Orders**. F&B or proshop items for pick-up.
- **Tips**. Add a tip after an order has been completed.
- **Lane View and Control**. All the functionality usually available through the bowler's console, such as viewing scoresheets, entering names and correcting scores, is available on the customer's smart phone.

The **Bowl Now** function is a short cut to making an immediate booking. The usual booking screens and items are used. The **Min Book Ahead** time in Setup Areas►Cloud Bookings is ignored. Disable **Bowl Now** in Touch Bowl if not required.

Touch Bowl also supports extending an existing booking at its completion. At completion, an "Extend Booking" button will appear in the Lane View screen of Touch Bowl, and optionally on the overhead monitor as a QR code. The main bowling item used for the original booking must have a defined rate for extra bowling. See Admin►Items►Bowling Tab►Rates for Extra Bowling. Only the owner of the original booking can extend it.

Setup Square Payments. This screen is used to connect your Square account to Touch Bowl. You will need to login to your Square account and follow the prompts.

Order History. Search for and display orders from the past 60 days. Use Touch Desk reports for detailed reporting.

Log. Changes to Task Enables or Square account connections are logged. Use this screen to view the log.

5.2. Cancellations and Changes

Touch Bowl allows customers to cancel or reschedule bookings and orders within the cancelation time limits set in Setup►Areas. For any other changes customers will need to contact the bowling centre.

Refunds of payments made on Touch Bowl can be made in Touch Desk. Find the transaction to be refunded, either from a transaction search or on the sales tab of the relevant customer, then use the **Reverse** button to ring up a reversal of the transaction at the POS. The refund will be made via Square to the customer's original account.

Bookings made in Touch Bowl can be rescheduled by moving them in the bookings screen.

Any additional payments required for changes can be made at Touch Desk via the usual payment methods.

5.3. Linking and QR codes

Touch Bowl can be opened from a link with various arguments. These arguments can specify a centre, table, order type, etc.

Typical uses are to include a link on the centre's web site to a Touch Bowl booking page and creating QR codes for order at the table or in-centre.

The format of the parameters is standard as follows –

https://www.touchbowl.com/?argument1=value1&argument2=value2...

A list of supported arguments follows.

- **center** – the centre's ID. The centre id can be found in the System Setup►Cloud Apps screen for Touch Bowl
- **area** – the sales area ID (0=Lanes…)
- **table** – the table or lane number.
- **lane** – lane number for lane control, Bowl Now or Extend Bowling.
- **task** – the type of sale 1=Booking,2=In-Centre Sale,4=Pick-up,5=Tip,6=Lane View/Control,7=Bowl Now.
- **color** – change the primary colour of Touch Bowl (usually a light blue) to match your centre's theme.
- **dark** – use dark mode for all screens.

For example, the following link could be used to create a QR code (using any third party software) for a label on table 1 in the Café (area 1) of Center 1234. The theme is dark with green as the primary colour.

https://www.touchbowl.com/?center=1234&task=2&area=1&table=1&dark=true&color=%23080

Note the %23 is the URL encoded # symbol, and colour #080 is green.

Another example, a link from a centre's website to take bowling bookings

https://www.touchbowl.com/?center=1234&task=1&area=0

5.4. Customising Communications

Touch Bowl uses standard templates for email communications with customers. However, these can be overwritten with custom templates.

Customised files should be saved in the shared Touch Bowl resources folder on the lane server computer. This is usually

\Users\Public\Public Documents\Lane Server\Touch Bowl\Resources

and is also shared as

\\Lane Server Data\Touch Bowl\Resources

Documents for the About centre page, and the centre's Terms and Conditions are also saved here.

Files must be named exactly as below and are case sensitive. They should be simple HTML without scripts. The file size should be kept as small as possible and any required images should be linked to an external source and not embedded.

Kompozer is a free program that allows the creation of light weight HTML files. Do not use programs like MS Word, as these tend to produce very large HTML files full of unnecessary Office tags.

TandC.html – The centre's terms and conditions. Customers must agree to this before an order can be placed. Signed in customers need only agree once, unless the Terms and Conditions change. The T&C version on the System Setup►Cloud Apps screen should be incremented each time the Terms and Conditions are updated.

About.html – this is the page that will be displayed when the customer clicks About this centre.

The following documents are used for emails –

BookingCheckin.html
BookingConfirmation.html
BookingFollowUp.html
BookingReminder1.html
BookingReminder2.html
OrderConfirmation.html
OrderReady.html
PickupConfirmation.html
PickupFollowUp.html
SquareRefund.html

Emails can use named fields as placeholders to allow the substitution of actual data as below. Include the field name (with curly braces) anywhere in the text.

{AREANAME} the name of the sales area.
{BOOKREF} the booking reference number.
{SALEREF} the sale reference number.
{STARTDATE} the start date of the booking.
{STARTTIME} the start time of the booking.
{PICKUPDATE} the date for pickup orders.
{PICKUPTIME} the time for pick up orders.
{NUMPEOPLE} the number of people.
{TABLENAME} the name of the table (Table/Lane/Court etc) for bookings.
{TABLENUM} the table number for bookings.
{TABLE} a description of the table and number for sales.
{CANCEL} a description of the cancelation and rescheduling time limits applicable.

To include the items ordered in the email, insert the cart tag into the HTML at the appropriate place as below –

<cart></cart>

5.5. Reports

All Touch Bowl transactions are processed in Touch Desk and will be included in Touch Desk reports. There is no specific reporting option in Touch Bowl.

Touch Bowl does provide for searching and display of orders up to 60 days past in the Center Dashboard page.

6. Third Party Applications

Touch Desk can interface with third party applications. For example, Touch Desk can supply live scores, import league and tournament rosters and more.

These applications can be local (running on the bowling center's computers) or internet based.

For internet based applications, Touch Desk with Touch Score can –

- Stream live scores to the application
- Display content from the application on the overheads using a built in web browser.
- Provide a user interface for the application at the bowler consoles using a built in web browser.

In this way, Touch Desk & Touch Score become the platform on which multiple cloud scoring application can be built, whether for competitions or entertainment gaming.

Some applications currently supported by Touch Desk, such as CDE Software's BLS and BTM programs, and Lanetalk's live scoring, use proprietary protocols. However Touch Desk also has an open API that can be used by application developers to access Touch Desk. App developers should see the **Touch Desk Developer's Guide** for more details.

For information on using the various apps, see the apps vendor's documentation.

6.1.1. Local Applications

Local Applications are those that are running locally on the bowling center's own network.

Touch Desk can import/export data to/from these apps. For example –

- Most general reports can be exported to a CSV file.
- Shift totals can be automatically exported to CSV or Quickbooks IIF
- Customers can be imported from CSV or similar
- CDEs leagues and tournaments can be imported/exported.
- Leagues and Tournaments (Events) can be imported/exported in a generic CSV format

- Completed scores can be exported in CSV.
- Live Scores can be exported.

App developers should see the **Touch Desk Developer's Guide** for details on file formats.

6.1.2. Cloud Applications

Cloud Apps refer to any internet based program that can exchange information with Touch Desk.

See Admin ▸ System Setup ▸ Cloud Apps to connect to a cloud application.

See Admin ▸ Playlists ▸ Slide Type = **Cloud Application Center Page** to display content from the cloud app provider on the digital signage system

Touch Desk may support applications other than those listed here. Please contact your supplier for details.

Cloud Application developers should refer to the **Touch Desk Developers Guide** for information on interfacing with Touch Desk.

See the EULA for important notes regarding sending data to, and displaying content from, third parties.

Services provided by cloud apps include live scores, bookings, online sales and payments.

6.1.2.1. Live Scores

To send live scores to a cloud app, firstly setup the app in Admin ▸ System Setup ▸ Cloud Apps

Then –

- Lanes ▸ Modify ▸ Results Tab ▸ Live Scores to collect live scores and send them to specific apps. You can also preset this option for each style, so that only some or all styles of bowling are uploaded.
- For legacy scoring, also enable Lanes ▸ Setup ▸ Legacy Live Scores .

- Lanes ▸ Modify ▸ Results Tab ▸ Live Scores ▸ User Menu to enable the app's user interface at the tablet.
- Lanes ▸ Modify ▸ Display ▸ Apps Display to display a screen on the lane overheads

  See Collect Live Scores for more information.

6.1.2.1.1. Lanetalk

Touch Desk supports uploading live scores to the Lanetalk website. See www.lanetalk.com

To enable this upload you need to –

- Register your center on the lanetalk website.
- Enter your Lanetalk UUID and KEY in Admin ▸ System Setup ▸ Cloud Apps. The UUID and KEY will be provided to you by lanetalk, and are different from your username and password.
- Enable live scores as detailed above.

Lanetalk supports only normal 10 pin games. Other variations such as flexi frame games or 5 pin bowling are not uploaded.

6.1.2.2. Cloud Payments

Cloud payments are any type of payment that is processed and authorised by an external provider.

When a payment is to be made, Touch desk will provide a link to the web site (or local server) of the payment provider (i.e. cloud app). The link includes such information as the payee (the bowling center), the items to be purchased, the total amount and a unique reference number.

The link can be used either –

- On the Touch Desk computer. For example, the link might be to a payment system that accepts cards via an external card reader. Use the **PAY NOW** button on the payment screen to open the link at Touch Desk.

- Via the customer's own mobile device. Touch Desk can display the link in **QRCode** form which can be easily scanned by the customer's mobile

device. The customer then makes the payment on their own mobile device which ensures their personal information is kept secure.

Touch Desk will attempt to verify each payment directly with the provider's servers, using the unique reference number of the payment.

The payment screen will normally remain open until the payment has been verified.

However it is possible to allow the sale to proceed, by clicking the **Awaiting Authorisation** button. This is useful for payment providers that take some time to authorise a payment.

In this case the payment is considered "pending" until it has been independently verified by Touch Desk. Once the payment has been authorised by the provider, Touch desk will generate a second transaction showing an actual payment made by the customer.

The following important points should be noted about pending payments -

- A pending payment has no monetary value. Only once the payment is authorised is an actual payment recorded. Most payments should be authorised almost immediately, but this is dependent upon the payment provider.
- The customer will still be shown as owing the amount of the pending payment until it is authorized. However, the pending payment will be noted on receipts or bills.
- A warning will appear when a customer who is not on a lane or table makes a pending payment. This is because the payment may fail, and it is easy to lose track of a customer that owes money unless they are on a lane or table, where they would be discovered at check out.
- Because the customer's payment is not actually processed at the time of sale, their credit limit must be high enough to allow for the sale, even though they are paying for it.
- If another sale is made to the same customer before the pending payment has been authorized, then a screen will appear giving three options –

Manually Authorize the payment now. Similar to the manual authorize option during payment, the authorisation code from the payment provider can be entered manually if known.

Delete the pending payment. If the payment did not proceed for some reason, or was cancelled by the payment provider, then use this option to cancel the payment in Touch Desk. The payment amount will remain as an amount owing by the customer and can be paid by some other method.

Close this screen and continue. The pending payment remains unchanged, and may be authorized by the provider at some time in the future. However, by default, the payment amount will have been included for payment in this sale. If the payment is still likely to proceed at some time in the future, then it should be excluded from this sale to avoid charging the customer twice.

Note that this option screen can be displayed at any time by selecting the customer for a new sale, then clicking **Show Payments**

To setup Touch Desk to accept a cloud payment, firstly setup the payment app in Admin ▸ System Setup ▸ Cloud Apps.

To accept a payment, select the apps payment item from the **Other Tender** drop down when making a sale. Enter the tip amount as usual, then **OK**.

A **QRCode** can be displayed on the customer facing screen for the customer to scan and pay with their mobile device. See Admin ▸ System Setup ▸ Cloud Apps ▸ Show QRCode to customer to enable this feature.

If the operator is to pay locally, use the **Pay Here** button to open a local browser.

Touch Desk itself will display the **Cloud Payment** screen which has three options.

- **Payment has been made and authorized.** If the payment was made by the Touch Desk operator (not the customer), and they can confirm immediately that the payment was authorized by the provider, then they can enter the authorization code presented by the provider and use this option to immediately process the payment. This is an actual payment (not a pending payment) and requires no further authorization by Touch Desk. This option requires the Manual Authorize user level.

- **Payment has been made, awaiting authorization.** Select this option once the payment has been made (or the customer says they have or will). The payment is considered pending until authorized by the provider. This option requires the Allow Pending user level
- **Payment was not made**. Cancel this screen and return to the previous screen.

If the payment is authorised by the payment provider while this screen is displayed, then the screen will disappear and the sale will complete automatically.

Note that if the payment is approved by the provider some time later, and there is no open shift for the current terminal, then the payment will not appear in transactions until a new shift is opened.

Cloud payments can also be made at the Touch Score consoles by customers. See Lanes ▸ Self Serve Tab ▸ Allowable Payment Methods. To allow pending payments at the lane, set Allow Pending Payments at the Lane Console, else the customer will not be able to place an order until their payment is approved. Note that it is generally safe to allow pending payments on the lanes, as any payments not approved will be shown as money owing when the lane is checked out. It will also show as money owing on any orders placed. This allows for an alternative payment to be sought from the customer.

Transactions that contain cloud payments, whether pending or actual payments, can be voided like any other transaction. For security reasons, Touch Desk will not refund the customer automatically via the cloud payment app. This must be done manually using the payment provider's web interface or other tools.

Cloud Payments can be reconciled in the same way as other payment items, by entering a banking amount at close of shift. This banking amount would need to be provided by the payment provider. (eg by logging in to your account and running a report for the day).

Two reports are available to assist in resolving any discrepancies -

- The transaction search allows for searching for all Cloud Payments, or for only authorised Cloud Payments.

- There is a Cloud Payment Reconcile report in General Reports.

6.1.2.3. Cloud Bookings

Touch Desk can synchronise bookings with an online booking service, so that bookings made on-line appear automatically in the Touch Desk booking screen.

Touch Desk also supports the following advanced functions –

- The content and price of the bowling packages that are available on-line can be set from within Touch Desk. The times at which each package is available can also be specified.
- Food & Beverage items ordered online as part of a booking package will appear in Touch Desk's order system at the appropriate time.
- Payments made online are also recorded in Touch Desk, allowing these amounts to be included in Touch Desk reports for analysis.
- Customers can specify bowler names, whether or not bumpers are required for each player, shoe sizes etc. All this information will be automatically used to configure the lane at check in.
- Setting the Arrived and Auto Start booking options will cause the lanes to automatically check in and turn on at the designated start time. The Auto Check out options of the appropriate lane style will cause the lanes to automatically check out when bowling is complete.
- Bookings can be taken for immediate start, allowing customers already in house to purchase bowling.
- Bookings can be taken for all sales areas, not just bowling. For example it is possible to book a restaurant table or a party room.

Note that some booking apps may not support all these functions.

Bookings can be made on-line via the cloud app, or in the center within Touch Desk. Bookings made at either location will be synchronised with the other to prevent clashes.

A booking made online can be changed or cancelled either online (if the app permits) or in Touch Desk.

A booking made in Touch desk can only be changed or cancelled in Touch Desk.

Bookings made online can be recorded as a sale in Touch Desk. This allows Touch Desk to reconcile the amount of bowling purchased with that actually bowled as for in-house bookings, and to generate center statistics such as average game price and income per game.

Customer payments made online for bookings will be treated as a deposit to a holding account, just like any other booking deposit. Immediately prior to bowling the correct amount of bowling is recorded as a sale funded by the booking deposit.

See System Setup ▸ Cloud Apps ▸ Bookings Tab for setup.

6.1.2.3.1. Togo Bookings

This section contains details that are specific to Togo Bookings.

In Setup▶Cloud Apps▶Sales Tab -

Togo does not support the uploading of items, so the Item Screen should be set to None.

The following settings are required -

- **Payment Item** e.g. “Togo Payments”
- **Auto-create Group** e.g. “Togo Sales”
- **Default Sales Item** e.g. “Togo Misc Sales”

In the Bookings Tab –

A **Trust Fund** item is required. e.g. “Togo Deposits”

Check **Mark as Arrived** to allow online bookings to check in without any operator intervention. Only applies when the cloud app does include the “arrived” field in the booking information.

6.1.2.3.2. Booked it

This section contains details that are specific to **Booked it**.

Booked it does support the uploading of items but does not require multiple screens to define the item's grouping and layout. Therefore, a single **Item screen** should be created which contains all the items that will be available online. The order and placement of items on the screen is not relevant.

Booked it does NOT support all the pricing and availability options that are available in Touch Desk. Therefore, only one price should be set, that is available always. No pricing periods or levels should be enabled for these items. Further options can be set in the **Booked it** dashboard once the items have been uploaded.

Booked it also supports recording payments. Therefore, a **Payment** and **Trust Fund Item** should be setup.

Booked it does not support using the **Default Sale Item** for all sales, as no bowling time or games purchased will be recorded. Individual items for each bowling game or time amount are required. The **Default Sale Item** is still useful for accumulating miscellaneous sale amounts.

Check with **Booked it** for the best way to handle tax, booking fees, and discounts for your situation.

6.1.2.4. Cloud Sales

Touch Desk allows for sales made via an online app to be automatically entered into Touch Desk as if they were made at the Point of Sale.

Items purchased might include food and drink items, and orders will be created for these as usual.

Customers can also purchase bowling items, to initiate or extend a bowling session.

Customers making an online booking via a cloud app will have their bowling recorded as a sale using the same functionality as Sales apps.

See also System Setup ▸ Cloud Apps ▸ Sales Tab for setup.

7. Multi-Centre Management

One or more Touch Desk terminals can be installed in “Remote Master” mode, and then used to control a number of bowling centres.

The Master Touch Desk provides –

- Consolidated reporting.
- A common setup for all centres (Standard Operating Environment).
- Centralised Booking system.
- Centralised Customer database.

The Master Touch Desk(s) can be installed offsite, or at one of the bowling centres. A third party IP tunnelling program is used to provide secure access from the Master Touch Desk(s) to each of the bowling centres via the internet.

See Installation ▸ Master Touch Desk for installation information.

The Master Touch Desks share a single common database. Data is then exchanged between this Master database and the database at each centre. Setup data is uploaded to the centre, and activity data such as sales for the day are downloaded from the centre.

As each centre still maintains its own local database, the centre can operate independently if connectivity between the centre and the Master is lost, or if the Master Touch Desk computer is not operating.

In order for data from multiple centres to co-exist, the ID numbers used to identify the data are expanded to include the centre ID number. For example, transactions usually start at #0000001 and increment. For centres controlled by a Master Touch Desk, the first transaction will be #xx0000001 where xx is the centre ID number. This numbering system applies to all shared data, such as customers, bookings etc.

Note that sometimes the full ID number is not shown. For example the transaction number on receipts is only 7 digits long, as the centre name is shown separately.

The Master initiates all exchanges with each centre, and is configured using the following screens at the Master –

Admin ▸ Data Exchange is used to exchange data between the Master Touch Desk and each centre, either on demand, or automatically at a preset time. Typically this would be set to run overnight, to both update each centre's setup and download the day's activity.

The Admin ▸ Data Exchange screen is also used to enable live syncing of customers and bookings. This data is constantly kept in sync and does not need to wait for the overnight update. Syncing will talk place whenever the Master Touch Desk computer is running and connected to the internet; Touch Desk itself does not need to be operating.

Admin ▸ Centre Setup is used to enter the ID, and server IP addresses of each bowling centre, as seen from the Master.

At each centre, Admin ▸ System Setup ▸ Main Tab limits what the Master Touch Desk can control on a centre by centre basis.

There are many ways the data exchange can be configured, depending upon what functionality is required of the Master Touch Desk. See the reference section on Data Exchange for more information.

A Master Touch Desk can also be used in **Remote Access** mode to simply log in to a centre's Touch Desk network and behave the same as if it were a normal Touch Desk terminal located at the centre. This allows operations that would normally need to be performed locally at the centre, to be done at the Master location.

Note that **Remote Access** mode is different from using a remote control program, as the operation of the Master Touch Desk is completely independent of any on-site terminal.

Reporting with the Master Touch Desk is essentially the same as a normal Touch Desk, except that extra filters and report types are available. For example, in General Reports, the Income by Center report provides comparative income data between centres over any period on a single page.

There is also the ability to filter a report by centre on the POS Reports screen, the General Reports ▸ Filter Tab and on the Transaction and Customer search screens.

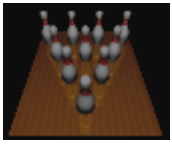
Use of a Master Touch Desk requires the Touch Desk Standard version, not Lite at each bowling center.

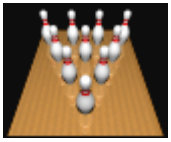
8. Reference

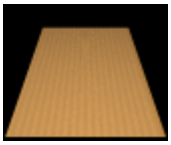
8.1. Lanes

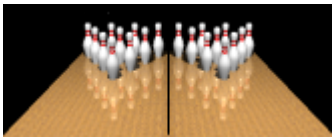
The **Lanes** screen is used to control the scoring system and the pinspotters. Note that Back Office terminals can view the Lane screen, but cannot make any changes.

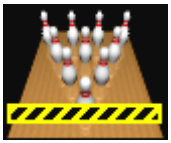
Each lane is represented by an icon which indicates the status of the lanes as shown below:

 A dark image indicates that the pinspotters are OFF

 A light image indicates that the pinspotters are ON

 Missing pins indicate the lane is in practice mode.

 The pair is in cross lane or league mode

 The lane is either in Workshop mode or Stand-alone mode, and should not be used. See Lane Information Screen ▸ Other Options ▸ Workshop, Stand-Alone and Admin ▸ Lane Server Setup ▸ Show Workshop mode when switched off at back.

The lane is not communicating with the desk, the status is unknown.

The ball detector has detected an intrusion on the lane and the pinspotters have been shut off. Turn the pinspotters off then back on again to restore normal operation. See Setup Ball Detector

Below is an example of a lane that is checked-in:

- **5** is the lane number.
- **The small pin deck** shows that there is a previous customer that has not yet been checked out. Click on the deck to check out.

The following items only appear on lanes that are checked-in:

- **4** is the number of bowlers on the lane. For most legacy scoring systems, this number is only updated when a sheet is collected from the lane.

- **The light bulb** beside the lane number indicates that the bowlers have requested service (the service light is on). Click on the symbol to clear the service light (if allowed by the scoring system). See Lane Service Alarm to also play an alarm sound.

- **A phone** symbol indicates the customer has pressed the intercom CALL button. Click on the phone to answer the call. See Lane Intercom Ring to also play a ringing sound.

- **A Shoe** symbol indicates that the lane owes shoe rental.

- **A Service** symbol indicates that the Pinspotter Alarm has been activated. This feature is only available on pinspotters that support notifying the system of problems. For SES pinspotters, it indicates a tangle. See Pinspotter Alarm to also play a ringing sound.

- This symbol shows that the lane is busy; it is in the process of either checking in or out and cannot be used.

- **John Smith** is the Customer. If no name has been entered for this customer, the customer number will be displayed instead (eg. #000228) The customer number will be highlighted in **orange** if the customer owes money.

- **13:01** is the time the lane was checked in. If these bowlers have not bowled a ball for a set period, the time will flash in **green** indicating that they are slow bowlers. **H** denotes that the lane is on Hold. If the lane is in automatic practice time, the practice time remaining will appear denoted with a **P**.

- **Game 1** indicates that they are on their first game.

- **1.0 Games** shown in **Green** indicates that there is one game remaining in this prepaid booking.

If shown in **Red**, this figure is the amount that has been bowled or is still to be paid.

This figure can be in games or time depending upon how the customer is going to pay.

For pay by time booking with less than 10 minutes remaining, this figure will be shown in flashing **Orange**.

For multilane bookings, the amount of bowling rung up and remaining is averaged over all the lanes in the booking.

The colour of the lane symbol will change as follows:

For pre-paid bookings (or post pay after any payment has been made) –

- **Green** during normal bowling
- **Orange** when the paid limit game is reached, or the prepaid time limit is near (less than 10 minutes remaining)
- **Red** if the paid allowance is exceeded

For post-pay bookings with no payments, the lane is shown in **black,** as the amount to be bowled is not known.

For CDE events, the lanes are shown in **purple**.

The Lanes button will also show the number of lanes requiring attention as below:

Lanes requiring attention are those with any of the following conditions.

- Have exceeded their paid allowance
- Owe money
- Are slow bowling
- Are calling the desk via the intercom.
- The Service Call light is on
- The Pinspotter Alarm is on

- Have a previous booking not checked out (counts as an extra lane)

The background of the Lane screen may also change colour based on the lighting mode in use by the pin cameras.

Light Blue – cameras are in normal mode
Dark Blue – cameras are in low light mode (eg “Moonlight Bowling”)
Black – camera mode is mixed across the lanes.

8.1.1. Selecting a Lane

Before any action can be taken on a lane, the lane must be selected.

- **To select a single lane** click anywhere on the lane icon.

- **To clear all selected lanes**, click anywhere outside the lane icons, or click **None.**

- **To select all lanes** click **All**.

- **To select a range of lanes**, click the first lane then the last lane in the range.

- **To select all lanes being used by a particular customer**, click on any lane for this customer, then click **Customer**. This is particularly useful for a customer that is on many lanes, such as a league, but due to early check outs is no longer on a continuous range of lanes.

- **To select a lane using a customers card**, simply scan or swipe the card through the card reader.

- **To select multiple lanes**, use the **And** and **Thru** buttons. For example, to select lanes 1,2,3,4,7,8,9,10 click on:

  1 Thru 4 And 7 Thru 10

  The **CTRL** and **SHIFT** keys can also be used to select multiple lanes in the normal windows fashion. For example, to select the above range use:

  1 Shift-Click-4 Ctrl-Click-7 Shift-Click-10

- **Double clicking** on a lane is a short cut to check the lane in, or modify it if already checked in.

8.1.2. Lane Actions

The following lane actions are available:

- **Check In** – turn a lane on ready for bowling
- **Check Out** – turn a lane off at the end of bowling
- **Modify** – Modify a lane, including various options, colours, messages, scores etc.
- **Previous** – access the previous customer from a lane to perform a delayed checkout, or view scoresheets.
- **Move/Restore** – Move bowlers from one lane to another, or restore a lane that has been accidentally checked out.
- **Saved Scores** – view old score sheets that have been saved in the database.
- **Setup** – setup the lane hardware, camera alignment, file downloads etc. These settings do not need to be changed from one booking to the next.
- **Styles** – Styles allow large numbers of lane options and settings to be saved as a predefined style. This style can then be applied to a lane with a single click.
- **Intercom** – Enables the intercom with the lanes where available.
- **TV Remote** – brings up a floating TV Remote to control the TVs. Note that the remote should NOT be used for functions that are supported automatically by the normal display options, such as TV on/off. Using the remote for these functions will cause the automatic functions to work incorrectly.

- Lane View – displays the lane's screen for XL and BOSS systems. Can also be used to operate the lane as if from the bowler's console.

Some of these functions will not be available, depending upon the lanes selected. For example, if lanes from different customers are selected, the Check Out function is not available.

Clicking on **Check In, Check Out**, **Modify or Previous** will bring up the **Lane Information Screen**. This screen contains all the various lane options and settings, as well as the current lane status. It is essentially the same screen for all four actions, although some parts may be disabled for some actions. See the Lane Information Screen below for details.

8.1.2.1. Check In

Check-In is used to turn on a lane ready for bowling.

The default Check-In style will be applied to setup the lane with the most commonly used settings. However an alternative style can be applied by clicking on a style button or selecting a style from the drop down list. Other settings and options can also be changed before Checking In.

Each checked in lane requires a customer. A customer can be selected from the drop down list, or if left blank, a new customer will be created.

See Basic Operation ▸ Working with Customers for details on how to select a customer.

8.1.2.2. Check Out

Once bowling is complete, the lane must be Checked-Out.

If any customers have been linked to bowlers and they have a positive bowling balance (that is they have purchased games or bowling time) then that amount of bowling will be deducted from each bower. The remainder of any bowling will be deducted from the main customer.

The default Check Out style will be applied, which might switch off the screens, or perhaps display a message or TV.

Once Checked-Out, the lane is ready for another customer to Check-In.

The **Turn Off now, (Check Out Later)** button allows a lane to be turned off, and therefore ready for use by another customer, without being Checked-Out. This can be useful in the case where a customer who has finished bowling is slow to present themselves to the front counter for Check-Out, and new bowlers are waiting to start on the lane. A small pindeck icon will flash on the lane to indicate that a previous customer has not yet checked out.

To Check-Out the previous customer, select the lane and click **Previous**.

The current customer cannot be checked out once they have started bowling, if the previous customer still has not been checked out.

A group of lanes can only be checked out together if they belong to the same customer.

8.1.2.3. Modify

Modify is used to change any of the lane settings and options at any time. Note that some options will not apply to lanes that are not on. Some scoring systems may not allow some options to be changed after Check In.

It can also be used to give a summary of games and time bowled and remaining.

8.1.2.4. Previous

Previous is used to access the previous customer on a lane. This can be useful for printing score sheets, or for finding the previous customer.

It is also used to check-out the previous customer in the case where the lane has been turned off but not checked out. See Check-Out above. The Check Out button will only be enabled if the previous customer on all the selected lanes is the same, and the lanes have not been checked out

8.1.2.5. Move/Restore

The **Move/Restore** button is used to move an entire lane or lanes of bowlers to a different lane, or to restore bowlers to a lane that has been accidentally checked out.

To move a group of bowlers to a table, see Working with customers ▸ Moving Customers.

To move a single bowler within a lane booking see Lane Information Screen ▸ Bowlers Tab.

To **Move** a group of bowlers to a different lane, click on the lane to be moved, click **Move**, then enter the lane that the bowlers are to be moved to.

Multiple lanes will be transferred in the same pattern as the source lanes. For example, to transfer 1-4 to 9-12, click on **1 4 Move/Restore** and enter **9**.

The lanes being moved **TO** must be checked out.

The lane being moved **FROM** may be either -

- **Checked In,** in which case it will be automatically checked out after the move.

- **Already Checked Out,** in which case the information from the previous customer on this lane will be restored.

Therefore, if a lane is accidentally checked out, it can be checked back in by **Restoring** it to itself. For example, if lanes 1-10 are accidentally checked out, click **1 10 Restore** and enter **1**. All 10 lanes will be restored.

Note that if you **Move** a lane with a completed game on the screen to another lane, the completed game will not appear at the new lane. Just the bowler's names will appear ready for the next game. This is because some scoring systems do not support transferring a completed game. However the completed game will correctly appear in the list of score sheets for the lane.

If you move a game in progress to a lane that does not support that game type (for example moving a 5-Pin game to a 10 Pin only lane) then the game in progress will be considered as finished, and only the bowler's names will appear on the screen without any scores. Previous games, including the one that was incomplete, can still be viewed in the score sheets tab as usual.

8.1.2.6. Saved Scores

Saved Scores will display a list of saved score sheets from the database.

Note that –

- Lane Information ▸ Scoring Tab ▸ Save Score Sheets must have been set before the lane was checked-out in order for the score sheets to be saved in the database.

- Score sheets are only saved to the database when they are cleared from the lane. This allows for late score corrections. Sheets that have not yet been cleared can only be accessed from the **Lanes ▸ Modify** screen.

- The Lanes ▸ Previous button can also be used to display the score sheet from the previous customer on each lane, even if it has not been saved in the database.

- The **Rate** displayed for both bowlers and the lane is generally the rate that was in entered when the game was bowled. Late changes to the rate, such as at check out, are not copied to previously bowled games. This is because this rate can be used for entry into competitions such as monthly jackpots, and it is generally not allowed to enter such a completion only after the game has been bowled. However, manually editing the rate in the **Saved Scores** screen is permitted, at the operator's discretion.

The **Search** button allows searching for scoresheets based on specific criteria – such as the bowler's name or the team's scratch score. Bowler and team names require only a partial match. For example, if searching on the name "Smith", any customer with the letters "smith" anywhere in their name will be found – Mr Smith, Smiths & Sons, Smithsonian Institute, etc

If a lane is selected when **Saved Scores** is clicked, the search function will be preset to search for scores from these lanes for the last seven days. To select scores for a multilane event, select the multilane customer in the **Customers** screen.

Searching by **Rate** allows a rate key to be used for entry into competitions, such as monthly jackpots. Searching by rate and date will display all entries in the competition. Make sure to select **Show Bowlers** before searching, otherwise whole sheets will be returned, and these sheets may include other

bowlers who did not bowl at this rate. It is also possible to use a customer type as qualification for entry into jackpots etc. In this case, use Admin ▸ General Reports ▸ Score Sheet Summary to print scores.

Score sheets for specific customers or bookings can be found on the score sheet tab of the **Customer** or **Bookings** screens.

Show Sheets/Show Bowlers determines how the list of scores sheets is displayed. If **Show Sheets** is selected, the list shows only one entry for each score sheet. If **Show Bowlers** is selected, each bowler on each sheet is shown in the list.

When displaying sheets, the rate under which each bowler was entered, and the rate for the entire lane is displayed, and can be changed if required. Labelling score sheets with the rate is used for competitions, such as monthly jackpots, where a bowler pays a different rate to be part of the completion.

The **View Summary** button will display a summary of the scores contained in the sheets. This is a more compact way of printing the scores rather than printing each individual score sheet.

Two different types of summary report are available, depending upon the **Show Sheets or Bowlers** setting. If **Show Sheets** is selected, the report groups all scores into lanes and scoresheets. If **Show Bowlers** is selected, each bowler is listed along with all games bowled, regardless of which lane or scoresheet contained the score. This report is useful for tournaments where bowlers change lanes during bowling, as it will group all their scores together. Bowlers can also be sorted by scratch series , or handicap series results.

The **View Sheets** button will allow viewing and printing of the full score sheet. The display format is similar to that used in the Lane Information ▸ Score Sheet Tab. The sheets will be displayed as either score sheets or grouped by bowler depending upon the **Show Sheets/Show Bowlers** setting.

Once a sheet is displayed, it is possible to permanently delete it from the database using the **Delete** button. This function should only be used to delete an occasional erroneous or corrupted sheet. To clean out old sheets, use the Admin ▸ Database Cleanup function. The user level required to delete a single sheet here is the same as for Database Cleanup.

The **Export** button will export the currently selected scores (or all if none selected) to a text file. See Linked Events File Formats ▸ Scores File for the format of the file.

8.1.2.7. Lane View

This function is used to display and operate the bowlers console from Touch Desk. It is available for XL, BOSS and TS3 systems only.

For **TS3**, the Lane View function uses remote control software to control not only the TS3 scoring software, but the Windows computer that it is running on. Both lanes will appear in the one window, use the scroll bar if necessary to move between them. See Setup and Install ▸ TightVNC Remote Viewer for installing the necessary software.

For **XL** and **Boss**, the image is provided by the software running on the lane chassis. There are some restrictions on its use, and on how well it operates depending upon the version of XL or BOSS software in use. Some early versions may not work at all.

For example –

- For BOSS systems, Touch Desk requires access to a copy of the firmware from the lanes, as the images used to create the view are stored here. These files are not provided with Touch Desk, but can be uploaded from a lane. This only needs to be done once. See Lanes ▸ Setup ▸ XL and Boss Files.
- For some early XL versions, the default colour is always displayed, regardless of the actual colour at the lane
- Early XL systems may display the "**Left (or Right) Lane to Active Keyboard**" message over the screen at the desk, even though the desk keyboard is operating the correct lane.
- The service request symbol (knife and fork) does not appear on some systems.
- The bumper symbol adjacent to a bowlers name does not appear on some systems.
- Some symbols are slightly displaced compared with the actual lane's screen.

You can use the Touch Desk keyboard for entering standard keystrokes such as letters, numbers and arrow keys. Buttons are provided for special keys such as Strike, Foul etc.

The mouse can only be used on BOSS systems. XL systems will not respond to clicking the mouse on menu items for example.

8.1.3. Lane Information Screen

The **Lane Information Screen** is used for configuring the lanes during **Check In**, **Check Out** or **Modify**, and for setting up styles.

The **Apply** button can be used when modifying a lane to apply the changes without closing the **Lane Information Screen**.

Some of the options listed below may not be available for all types of scoring. See the manual for the scoring system for more information on how these options apply.

When lanes with TS2/TS3 and lanes without TS2/TS3 are selected, there can be some differences in the exact meaning of each option, and some options may not apply to both types. If in doubt, select only lanes of the same scoring type together.

8.1.3.1. Main Tab

Style. Styles allow setting up a large number of lane options with a single click. Select a style to be used using either a style button or the drop down list. Individual lane options can be changed after selecting a style if required.

See Lanes ▸ Styles ▸ Setup Styles for more information on styles.

Note that for CDE bookings, the style cannot be changed here, as it will overwrite some settings from CDE. To set a style for a CDE booking, change the style for the CDE customer. See Customers ▸ CDE Tab ▸ Style

Number of Bowlers. When Checking In, the number of bowlers can be entered here.

If the Use Default Bowler Names option is set, then default names will be created for each bowler. (Bowler 1, Bowler 2 , etc) If this option is not being used there is no need to enter anything.

For multilane bookings, the bowlers will be evenly divided amongst the available lanes. To change the distribution of bowlers, go to the Bowlers Tab for each lane and enter the actual number of bowlers for each lane.

After Check In, the number of bowlers displayed is the actual number of names entered at the lanes. This is useful for determining the number of bowlers for large group bookings.

Shoes is the number of shoe rentals on this lane. For multi lane bookings, these shoes will be even distributed amongst the lanes. Shoes can also be entered individually for each lane in the Bowlers Tab.

Apply Shoe Rental to each Bowler by Default. This option can only be changed when editing a style. If set, then the number of shoes on the lane will default to the number of bowlers, and when a new bowler name is entered, the Shoe check box will default to being ticked.

Sizes. Click here to display or print a list of shoe sizes for these lanes.

Use Default Bowler Names. This option will create default bowler names (eg Bowler 1, Bowler 2 etc). The number of bowlers created can be set on either the **Main Tab**, or the **Bowler Tab** for each lane.

Pay By Game. This button should be clicked for customers that are paying by the game. The following information will be displayed:

- **Rate.** The default game rate can be set here and will be used when bowling is rung up at Check-Out. Note that this is a default rate only - the actual rate can be changed when ringing up the sale.

  To enter a different rate for each bowler, see the Bowlers Tab.

- **Share By Bowler.** This setting applies to multilane bookings only. If this box is ticked, games purchased will be shared equally amongst the bowlers. If it is not ticked, games are shared equally amongst the lanes.

  For example, if a customer has four bowlers on lane 1, and 5 bowlers on lane 2, and has purchased 9 games:

If **Share By Bowler** is ticked, the system will expect 4 games on lane 1 and 5 games on lane 2.

If **Share By Bowler** is not ticked the system will expect 4.5 games on lane 1 and 4.5 games on lane 2.

If **Share By Bowler** is not set correctly, Touch Desk may incorrectly show the amount of bowling purchased and remaining on a particular lane. However it will always show the correct amount across the entire booking.

Share By Bowler has no effect on single lane bookings.

- **Paid Gms/Blr (Paid Games per Bowler)** and **Total Paid Gms.** For Touch Desks without the **Sales** module, enter either the number of games purchased by each bowler, or the total paid by all bowlers. For systems with the Sales module, the number of games purchased is calculated from the actual sale automatically.

- **Purchased** is the number of games purchased by the main customer, and any other customers bowling on these lanes.

  For systems without the **Sales** screen enabled, the amount purchased can simply be entered here. For systems with the **Sales** screen enabled, this will show the amount rung up in that screen.

  To view the amount purchased by each bowler, go to Scoresheet Tab and select Show by Bowler. See Score Sheet Tab ▸ Scores by Bowler.

  Although the games have been rung-up, the customer may not yet have paid for them.

  When viewing part of a multilane booking, the games purchased are those that have been apportioned to these lanes only, not the entire amount purchased. Also, any bowling on lanes that have already been checked out or turned off will have already been deducted from the purchased games.

  When checking out a previous customer as part of a multilane booking, games purchased is the amount of games actually purchased less any bowling on other lanes.

- **Bowled** is the number of games actually bowled.

- **Remaining/Owing** is the number of games remaining or owing and is the difference between games purchased and games bowled.

Pay By Time. This button should be clicked for customers who are paying for their bowling by time. The following information will be displayed:

- **Rate.** The default time rate can be set here. Note that this is a default rate only - the actual rate can be changed when ringing up the sale.

- **Started** is the time the bowling clock was started and is usually when the first ball was bowled. See Other Options Tab ▸ Walk Down Time

- **On Hold** is the amount of time the lane has been on hold. See Lane On Hold.

- **Bowled**. This is the amount of time since the start time, less any time on hold.

- **Purchased** is the amount of bowling time purchased by the main customer, and any other customers bowling on these lanes.

  For systems without the **Sales** screen enabled, the amount purchased can simply be entered here. For systems with the **Sales** screen enabled, this will show the amount rung up in that screen.

  To view the amount purchased by each bowler, go to Scoresheet Tab and select Show by Bowler. See Score Sheet Tab ▸ Scores by Bowler

  Although the time has been rung-up, the customer may not yet have paid for it.

  When viewing part of a multilane booking, the time purchased is that apportioned to these lanes only, not the entire amount purchased. Time is shared equally among lanes. For example, if 2 hours is purchased and checked in on 2 lanes, 1 hour will be apportioned to each lane. However, if a lane checks out early, the balance will be available on the other lane.

  Any bowling on lanes that have already been checked out or turned off will have already been deducted from the purchased time shown.

When checking out a previous customer as part of a multilane booking, time purchased is the amount of time actually purchased less any bowling on other lanes.

- **Remaining/Owing** is the amount of bowling time remaining or owing and is the difference between the time purchased and the time bowled.

To Pay. This panel shows the amount of bowling in games or time that has been bowled but not yet purchased, and also any amounts that have been purchased but not yet paid for by this main customer and any other customers bowling on these lanes.

It is a summary of all items owing for this lane.

The Check Out Allowances are used to adjust the amounts owing, so that these amounts may differ slightly from the **Remaining/Owing** amounts shown above.

To view the amount owing by each bowler, go to Scoresheet Tab and select Show by Bowler. See Score Sheet Tab ▸ Scores by Bowler

Note that if a customer has an account, the money owing will always be 0, has it has been charged to their account. However, if they have bowled any games or time that has not yet been rung-up, it will be displayed as normal.

Customer. This shows the name of the main customer that is on this lane.

See Working with Customer ▸ Customers and Bowling.

If this customer is on lanes other than those currently being displayed, a red message will be displayed to alert the user to this fact. Calculations for bowling rung-up or remaining can give unexpected results when only part of a booking is displayed.

If the range of lanes selected includes multiple customers, then the amount of bowling rung up and remaining will not be displayed as it is unknown.

The panel below the customer list will show the customer's current bill.

Lane On-Hold. A lane can be put on hold to shutdown the pinspotters and stop the bowling clock – for example during a machine breakdown. When a

lane is removed from Hold, the pinspotters will automatically return to whichever mode they were in when the hold was applied. If they were on when the hold was applied, then they will restart.

Hold is also used when turning on screens prior to an event starting. See Starting the Event.

8.1.3.2. Bowlers Tab

The **Bowlers Tab** is used to enter the bowler's information. If a range of lanes is selected, the bowler information can be entered for all lanes (**ALL** checked), or for just one of the selected lanes (**ALL** not checked).

- To **add** a bowler, type in the new bowler's name and details in any vacant position.
- To **delete** a bowler, use the **Backspace** or **Delete** key to erase the name.
- To **move** a bowler, drag the bowlers name to a new position in the line-up. To move the bowler to another lane see Move Bowler to Another Lane

Note that if the Load CDE Names option is on, for example when first checking in a CDE event, this screen will not be available, as all bowler information will be loaded directly from the CDE export file. In these cases, changes to the line up can be made in the **Bookings** screen before check in, or by using **Modify** in the **Lanes** screen after check in.

Also, AS80/90 scoring systems will only accept 5 names per lane when League Extensions is enabled, although 6 can be sent at other times.

Bowler information includes:

- **Name** is the name of the bowler
- **Purchase** is the amount of bowling purchased by this customer, in games or time.

Note that this amount is the customers current balance and when shown on the bookings screen may be different to that balance at the actual time the booking takes place.

- **Rate** is the default bowling rate to use for this bowler at CheckOut. It is a default only, and may be changed when actually ringing up the bowling.

- **Shoe** shows that this bowler is using a pair of rental shoes.

- **Size** shows the bowler's shoe size. If the bowler is linked to the customer database, then the size shown here will be that entered in the database. Note that changing the size here will NOT change the entry in the database.

  Even when the bowler is not linked to the database, the shoe size may be entered here.

  The Shoe Sizes button on the Main Tab then allows display and printing of all shoes sizes for a given lane or booking.

- **Type** is either *Normal*, *Absent*, *Vacant* or *Pacer*. Some scoring types do not support all types. *Vacancies* and *Pre-bowls* may appear as *Absent* and be displayed on the lane simply as *Blind*. For some scoring types, League Extensions must be enabled in order to display bowler types at the lane.

- **Blind** is the blind score if applicable. For some scoring types, League Extensions must be enabled in order to display blind scores at the lane.

- **H'cap** is the handicap score. For some scoring types, League Extensions must be enabled in order to display handicaps at the lane.

- **No Tap** scoring method can be set on a bowler by bowler basis in this screen, or for the whole lane in Scoring Tab ▸ Scoring Method.

  For Frameworx, setting no-tap for each bowler also requires that Other Options ▸ Allow Bowlers to Set No-Tap be enabled, even if no-tap is set by the desk and not the bowler. Touch Desk will automatically enable this by default.

- **Bonus** scores the 3rd, 6th and 9th frames as strikes, regardless of what is actually bowled.

Bonus frames can also be set for the whole lane Scoring Tab ▸ Bonus Frames.

For Frameworx, setting bonus frames for each bowler also requires that Other Options ▸ Allow Bowlers to set Bonus Frames be enabled, even if the bonus frames are set by the desk and not the bowler. Touch Desk will automatically enable this by default.

- **Bumper** will activate the automatic bumpers for this bowler.

  Depending upon the scoring system, some other options need to be enabled for individual bumpers to function. They will be automatically set as required if any bumper is selected here. See Other Options ▸ Bumpers and Other Options ▸ Allow Bowlers to set bumpers.

- **Left Hand** denotes this bowler as a left hander, which affects the way the sparemaker calculates the best line to bowl on some scoring systems.

- **Paused.** The bowler arrows will bypass a "paused" bowler, until the end of the game, when the arrows will return to them.

  This is used when either –

  - A bowler is temporarily unavailable to take their turn and returns shortly.
  - The bowler has started the game but has left and will not complete the game. In this case they can be paused until the end of the game, so that their partially bowled game is part of the score sheet, and then deleted prior to the start of any subsequent games.

Note that for bowlers to be paused at the console, the Allow Bowlers to Bowl Out of Turn option must be enabled as the bowling order is changed when they are bypassed. Therefore to delete a bowler midgame also requires this option, as well as Allow Incomplete games to be Cleared to clear the game.

- **Ticket**. The awarding of tickets is enabled for this bowler. See Self Serve Tab▶Tickets

- **Sale** Click the $ button to ring up a new sale for this bowler.

Team Name is the name of the team.

For Brunswick AS80/90 scoring, this can only be set at Check-In. Changes made at the lane will not appear here.

Team H'cap is the team's handicap. If Team Handicap is set not set to **Fixed for Team**, then the team handicap is calculated automatically and cannot be changed here.

For Brunswick AS80/90 scoring, this can only be set at Check-In. Changes made at the lane will not appear here.

Default Bowler Names is used to enter the number of bowlers on each lane so that default bowler names (eg Bowler 1 , Bowler 2, etc) can be created. If the total number of bowlers has been entered in the **Main Tab**, there is no need to enter anything here.

Shoes is the number of rental shoes on this lane. If the total has already been entered on the Main Tab there is no need to enter it again here.

Max bowlers each lane. This is the maximum number of bowlers that can be entered per lane via the console. It does not affect bowlers already entered, or names entered at the desk or from elsewhere such as from a booking. It applies to all lanes currently selected, not just the lane currently showing in this tab.

Refresh Bowlers reloads the bowlers screen with any changes that have occurred at the lanes.

Move Bowler is used to move a bowler to another lane. To move a bowler to a new position on this lane, simply drag the bowlers name to the new position.

To move a bowler to another lane, select the bowler then click **Move Bowler**. Enter the destination lane and click OK.

The bowler will be moved to the first vacant position in the destination lane.

When used from the **Lanes** screen –

- The destination lane must also be selected. For example, to move a bowler from lane 1 to 2, select Lane 1 and 2, then click Modify.

- The customer on both the current lane and the destination lane must be same. It is not possible to move a bowler to a different customer.

- If the bowler has already completed earlier games on the original lane, these scores will remain on the score sheets for the original lane.

When used from the **Bookings** screen, the destination lane must be part of this booking.

Delete will delete the currently selected bowler, and move all bowlers below up one position.

The Link button (or just double clicking on a name) is used to link a bowler to a customer in the customer database. This bowler's score is then included in the bowling statistics for this customer. Any games or bowling time purchased by this customer will also be contributed to the lane. The button will be shown depressed if the bowler is already linked, or raised if unlinked.

Note that the bowler must not change their name at the lanes, or the scores will not be recorded against their name. However the bowler may change their position in the line-up.

For CDE events, clicking this button will first bring up a list of all bowlers that have been registered for this event within the CDE program. Select a bowler, or click **Customers** to select a customer from the database.

The bowler must be linked BEFORE the game is cleared from the lanes, otherwise the score may not be recorded correctly. To link a score after bowling, find the score in either Lanes ▸ Saved Scores or Customers ▸ Score Sheets and use the Link button or double click on the name to correct. Although the bowler may be linked to a different customer using this method, the name on the score sheet will not change and always shows the name the game was bowled under. Note also that the bowler's current statistics will also be incorrect and will need to be recalculated. See Admin ▸ Reset Bowler Statistics.

It is also possible to link a bowler to the customer database at the lane console. The bowler should enter one of the codes as described below as the bowler's name –

- First 3 letters of the bowler's name, followed by their card number as shown in the Contact tab of the Customer screen. This is the easiest option for bowlers to remember if they have been issued with a card, as it should be printed on their card. Example: *JOH12345*

- First 3 letters of the bowler's name followed by their customer id number as shown in the top left corner of the Customer screen, followed by the letter C. Example: *JOH111222C*

- First 3 letters of the bowler's name, followed by their Master Bowler ID number as shown in CDEs Master Bowler Database program, followed by the letter M. Example: *JOH123M*.

- For CDE events only, and where the bowler has been entered for the event, the bowler can enter just the start of their name. They must enter enough letters to identify them from all other bowlers registered for this event. For example, if *John* is entered, the system will return the first bowler whose name starts with *John*.

Once the codes for all bowlers have been entered –

- For TS2, go to the bowler menu and select **More Options ▸ Get Names from Desk**, or enter a team name as below
- For AMF systems, enter 111X as a team name.
- For Brunswick system, this option is not available.

The console will display "Working" as it retrieves the bowlers' details from the desk computer. If the bowler cannot be found, the code will be returned un-altered; otherwise the bowler's correct name will appear.
The Add Bowler to Lane or Add Bowler to Booking buttons on the Sales screen provide a shortcut way to add a bowler to a lane or booking immediately after purchasing bowling.

8.1.3.3. Bowler Checkout Tab

This Bowlers tab only appears at check out, and replaces the usual Bowlers Tab. It shows a summary for each bowler, along with a total for the lane.

The summary for each bowler is calculated from the score sheets.

Other is any bowling or payments that have not been attributed to a bowler. For example, if more frames have been bowled than are shown on the score sheet.

Total is the total for the entire lane and is the same as shown on the **Main Tab.**

For each bowler, the following information is displayed -

- A **Shoe** symbol beside their name indicates that they are using a rental shoe.

- **Purchased** is the amount of bowling purchased by this customer.

  If this customer has not checked out, it is equal to their current balance.

  If they have checked out from this lane, it is equal to the number of games or time that they were debited at checkout.

  If they have checked out, then checked back in, it is equal to their current balance plus any bowling already checked out.

  In all cases it represents this customer's contribution to this lane's payments.

- **Bowled** is the number of frames bowled, based on the scoresheet and ignoring any extra pinspotter cycles or re-bowled frames. These types of frames are not attributed to any specific bowler and will be shown against **Other**.

- **To Pay** is the amount of bowling and money owing by this customer. The amount of bowling owing or remaining is calculated from the amount purchased less the amount bowled. The Check Out Allowances are then applied

Note that if a customer has an account, the money owing will always be 0, has it has been charged to their account. However, if they have bowled any games or time that has not yet been rung-up, it will be displayed as normal.

A **Shoe** symbol in the **To Pay** column indicates that they owe for rental shoes.

The Link button can be used to assign a new customer to this bowling position. As long as the bowler is linked to the correct customer before the lane is checked out, their scores will be correctly saved to this customer.

The **New Sale** button is a short cut to the Sales screen to make a sale for this customer. If there is no customer linked to this bowler, the New Customer Screen will appear.

The Sales screen will open with this customer, and the amounts and rate of bowling shown here already rung up. However these amounts and rates can be changed as needed. The lane can be successfully checked-out as long as the total amount of bowling rung up is correct, regardless of which actual bowler it is rung up for.

See Sales ▸ Bowling Key for more information.

Note that the **New Sale for Total**, will ring up each bowlers bowling at the rate shown for that bowler, and any money owed by the bowler and charge it all to the Main customer. It will then distribute the bowling and moneys to each customer as needed to clear their bill.

Check Out button. This is used to check a customer out from a lane, without checking out the entire lane. It is not normally required, as each bowler will be automatically checked out when the lane is checked out. However, if a bowler leaves a group prior to lane check out, and then bowls on another lane while the first group keeps bowling, it is necessary to check them out from the first group. If this is not done, any bowling purchased by the bowler for the new lane will also appear with the original lane while both remain checked in.

By default, the amount checked out will be equal to the customer's current bowling balance. To check out a different amount, simply alter the amount on screen. The amount of bowling selected will be deducted from this bowler and from the amount owing on this lane. If the default amount is not used, the

customer will still have a bowling balance remaining or owing after the checkout.

Note that it is not possible to checkout a bowler if this customer is also the main customer for the lane.

The bowler will also be removed from the screen at the lanes. If the bowler is leaving in the middle of a game, then their scores for this partial game may be lost (depending upon the type of scoring system).

The colour of the **Check Out** button will show whether the amount of bowling still owing by, or to be refunded to, this bowler is within the check out allowance.

Green indicates no bowling is owing or is to be refunded.
Orange indicates the amount of bowling is within the check out allowance.
Red indicates that it is outside the allowance.

Note that only the entire lane must be within the checkout allowance for the lane to check out, not necessarily each bowler.

Restore button. This is used to check a bowler back in that has been accidentally checked out.

Include. Click this box prior to using the **New Sale** button to include other bowlers in the sale. For example, a bowler may wish to pay for others on the lane in a single sale. Tick all the **Include** boxes for the other bowlers, then click the **New Sale** button for the bowler who is to pay.

8.1.3.4. Score Sheet Tab

The **Score Sheet Tab** displays the score sheets for the current customer. Use the **Lane** and **Sheet** panels to view the various sheets.

Scores that have been corrected are shown with a **red underline**. On printed sheets the score is struck through with a **red line**.

A **blue dot** underneath a normal score denotes a split. A **dot** underneath a strike denotes a no-tap strike. On some systems, no tap strikes on printed sheets are denoted with an **N**.

A **red X** denotes a foul for 5 pin scoring only. If a ball is both edited and a foul, the combination of red underline and a red cross will appear like a red star. On printed sheets, the foul is shown as **F**.

For ease of editing, the **Score Sheet tab** uses conventional characters only to displays the score. Therefore the score sheet as shown on the screen for **Candle Pin** bowling is slightly different from the printed sheet -

- The usual corner fill symbols used for strikes and spares are replaced with an **X** or a / on screen.
- To avoid confusion between this X and the case of the third ball of a frame knocking down the remaining pins, the pin fall for each ball is shown numerically in this case.

The printed **Candle Pin** score sheet uses the usual symbols.

There are two ways the scores can be displayed –

- **By Score Sheet**. Each game from each lane is displayed on its own sheet. Score corrections can be made to the current sheet.
- **By Bowler**. Each Bowler has their own sheet which displays all of their games. This is useful for giving each bowler a print out of all their games on the one sheet, thereby saving paper.

To toggle between view by score sheet and view by bowler, click on the **Sheet/Bowler** button.

Note also that the **Sheet/Bowler** button is only available when viewing current lane scores. When viewing sheets from past games that have been stored in the database, use the **Show Sheets** or **Show Bowlers** setting on the previous screen to select the sheet type.

8.1.3.4.1. Scores by Sheet

Each score sheet as collected from the lanes is displayed separately.

Score corrections can only be made to the current sheet, and if Load CDE Names is not enabled. If the sheet is from a previous game, it will be greyed out and no changes can be made.

For most systems, there are two ways to correct a score –

- Click on the frame to be edited and type the new score over the existing score.
  Or
- Double click on a frame to bring up the **Frame Editing** screen.

Click **Apply** or **OK** when done.

The **Frame Editing** screen displays each ball bowled in the frame, along with various attributes such as SPLIT or FOUL depending upon the game type.

To correct a score, select the score to be corrected so that it is highlighted in red. Then enter the correct score using either the keyboard or the touch keys provided.

To erase a ball so that it can be bowled again, click on **ERASE BALL**. If this frame is not the last frame bowled by this bowler, the **ERASE BALL** button will be disabled.

For 5 Pin bowling on Frameworx scoring systems, the actual pinfall must be entered and this can only be done with the **Frame Editing** screen. Select a ball to edit, and the pins still standing will be shown in RED. Click on a pin to change it. Note that pins already down from a previous ball are greyed out and cannot be changed. Un-tick **Ball has been bowled** to re-bowl a ball. This is only possible if this frame is the last frame bowled by this bowler.

For Strike Shot bowling, enter the raw head pin count. Do not double the count if the headpin is knocked down. Instead, tick the **Headpin** checkbox and the score will be doubled automatically.

The **Refresh Sheet** button is used to collect the current score sheet from the lanes. This updates the sheet with any changes that may have occurred at the lanes since the sheet was last collected.

To change the bowler that is up next on TS2 systems, click on the bowler then click on **Make this Bowler up Next,** then Apply. The appropriate arrow (left or right) will be brought to the selected bowler. If the arrows are the wrong way round, see the Scoring Tab ▸ Reverse Arrows command.

For some other types of scoring, arrows (or) will appear adjacent to the current bowler's name. To move an arrow to another bowler, click on the blank arrow button for that bowler. If the lane is in Cross Lane mode, Touch Desk will ask which arrow you wish to move.

Note that some scoring systems will not allow you to move the wrong arrow to a bowler or will give unpredictable results if you do. If the arrows are simply the wrong way round, use Scoring Tab ▸ Reverse Arrows to fix.

Also, when moving arrows in cross lane mode, some scoring systems will require you to modify both lanes in the pair, not just the one lane you are changing. A warning will appear when only one lane has been selected.

When moving an arrow in cross lane mode from one lane to another, Touch Desk will sometimes need to apply all current changes in order to retrieve the arrow from its current lane, before applying to the new lane. A warning prompt will appear in such cases.

The arrows selection screen also includes a "None" option to remove all arrows from this player. For some scoring systems, this may not be available. For others, it will remove the arrow and the only way to restore that arrow is to return to the score sheet tab and place the arrow on a bowler later.

A score sheet can also be sent back to the lane or to another lane using the **Send Sheet To** button. This can be useful when a score sheet is accidentally cleared at the lane or some other unusual event occurs. Note that the **Move** lane function should be used to move bowlers to a new lane, as this will transfer all booking information and settings, whereas the **Send To** button sends only the score sheet.

To link a bowler to a customer in the database, double click on the name. See Lanes ▸ Bowlers Tab ▸ Link Buttton for more information.

8.1.3.4.2. Scores by Bowler

All games from each bowler are grouped together on a single sheet. Bowlers are grouped across all selected lanes, so that any identically named bowlers are grouped together. This may not be desirable when default bowler names are being used. There could be more than one "Bowler 1" on a pair for example. In these cases, select each lane separately then print the required bowler sheets.

The amounts bowled, purchased and owing for each bowler are also displayed. See the Bowler Checkout Tab for an explanation of these amounts, and the **Check out**, **Restore** and **New Sale** buttons.

8.1.3.4.3. Printing Scoresheets

The **Score Sheet Tab** is also used to print score sheets using the following buttons

Message is used to select a text message to appear on the bottom of the score sheet.

- **To add a new message**, select *None or New* and click **Edit**.
- **To view or change an existing message**, select the message and click **Edit**.
- **To delete a message**, select the message then click **Edit** then **Delete**.

For paper that is wider than it is long (eg A5 in landscape mode) only 3 lines of message text will be shown. For paper in portrait mode, longer messages can be displayed, but they will only be printed where space permits.

Image is a background image that is printed on the score sheet. To select an image file, click **Browse.**

To allow printing from other terminals to include the same image, the image file must be available on the network to all terminals. It should therefore be located in a shared folder. The file name entered here should then include the name of the shared folder – for example *\\Back Office\Share\Score Sheet Images\image1.bmp.* Therefore when browsing to an image file, start at NETWORK, then select the computer, then the shared folder, etc.

Currently only the BMP file type is supported. The image will be auto-scaled to fit the paper size in use. Note that most printers require a small margin, and the image should allow for this.

Include History Chart will include a chart of the bowler's history below the score sheet. The chart only applies when viewing sheets by bowler, not by score sheet. For a description of the statistics included in the chart, see Customers ▸ Statistics Tab. To view charts for groups, or over different periods, see Reports ▸ Bowler History Chart.

Note that the **Message**, **History** and **Background Image** functions are not available when printing to text only type receipt printers.

One sheet per page. If the selected paper size for this printer is longer than it is wide (ie normal letter size in portrait mode) then it is possible to print more than one score sheet on the page when using **Print ALL**. Tick **One Sheet Per Page** if you do NOT want more than one sheet on a page.

If the paper is wider than it is long (eg Half letter or A5 in landscape mode), then only one sheet can be printed on a page.

Print will print the current score sheet as displayed.

Print All will print all the score sheets for this range of lanes. The score sheets will be updated from the lanes to ensure they are current.

Printer Setup is used to change the setup of the printer, or to select a different printer. By default, all score sheets are printed to the Score Sheet Printer as defined in Admin ▸ Terminals ▸ Score Sheet Printer.

If the score sheet is printed on the receipt printer, only basic information will be shown. There will be no bowler history, background image, special frames etc. See Admin ▸ Terminals ▸ Printers

Email. Score sheets can also be emailed to one or more customers. This requires that an email template has been setup, and that the relevant customers have a valid email address. See Admin ▸ System Setup ▸ Lanes ▸ Email Template.

The score sheet can be emailed to the bowler, the lane customer, or any other customer selected using the **From Customers** button from the customer screen. Either a single sheet, or all selected sheets can be emailed similar to the **Print** and **Print All** buttons.

8.1.3.5. Scoring Tab

Open selects Open play mode, where each bowler bowls only on their own lane.

Cross Lane selects Cross Lane mode, where bowlers on a pair of lanes alternate the lane on which they bowl. Cross Lane mode is only available when pairs of lanes are selected.

For Frameworx scoring, you cannot change from **Open** to **Cross Lane** when the arrows are up on one lane and there are no bowlers entered on the other lane.

Enable Score Keeping must be clicked for the lane to keep score. For TS3, this setting affects scores from the camera only. Manual scores can still be entered.

Enable League Extensions must be clicked to enable special features used for leagues and competitions, such as blinds, handicaps, pacers, etc.

Enable Manual Scoring enables the bowlers to manually enter their pinfall and applies to both lanes of a pair. This should only be needed in the event of a camera breakdown, or where cameras are not fitted. Scores entered in this way do NOT show as edited scores. For TS3 with a camera, scores from the camera will continue to be displayed even though manual scoring is enabled. To disable the camera and use manual scoring only, disable Score Keeping

Baker Style enables Baker style bowling for Accuscore or TS3 scoring only. Each bowler takes a turn to bowl a frame, making up a single game. The score sheet will show all bowler names, but only one game of bowling. The game will be displayed beside bowler 1, even though all bowlers bowl.

It is not possible to move the arrows to a different bowler in Baker style, instead mmove the bowlers in the line up if it is necessary to change the bowling order.

For TS3, to bowl alternate games on alternate lanes, set to CROSS mode and set frames per turn to 10.

Euro Style enables Euro Style bowling for Accuscore scoring only.

Auto Print Score Sheets. If ticked, a score sheet will be automatically printed at the end of each game.

Save Score Sheets. Score sheets for a lane are normally available only until the next two customers check in. However if **Save Score Sheets** is ticked, a copy of each sheet will be permanently stored in the Touch Desk database and can be accessed from the Lanes ▸ Saved Scores button or from within the **Customers** or **Bookings** screens.

Note that if any of the bowlers are linked to the customer database, the entire score sheet will be saved regardless of this setting.

See the button on the **Bowlers Tab** to link a bowler to the database**.**

Automatic Arrows. This option will cause the bowler arrows to appear automatically when player names are entered.

Low Level Pin Lighting. The pin sensing camera of TS3 can be setup with two different light thresholds (normal or low) to cater for different pin deck lighting situations. For example, low could be used for UV or glow in the dark bowling, and normal used for regular lighting. Ticking this box will use the low light level threshold. See Lanes ▸ Camera Tab for details. Note that this setting can be overridden in Lanes ▸ Setup ▸ Pin Camera Light Level Settings.

Enable Foul Line. This setting enables the foul detection system.

Team Handicap

- **Fixed for Team.** The team handicap is either a fixed value that does not change with changes to the line-up, or is calculated in a way that is not supported by the scoring system and must therefore be entered manually whenever the line-up changes.
- **Sum of Bowlers.** The team handicap is the sum of the bowlers' handicaps and will change if the line-up changes.
- **Apply BLS Std Rules.** For TS3 only. Use the standard BLS rules as defined in BLS. See Bookings ▸ CDE Tab ▸ Team Handicap for more information. If the team handicap is calculated wrongly for any reason, change this setting to **Fixed for Team**, then manually enter the correct handicap in the Bowlers Tab.

Practice enables practice mode, which prevents scoring and displays the word *Practice*: at the top of the lane's screen (some scoring types only).

If Practice mode is reset while the pinspotters are in *Instructomat* mode, the pinspotters will be switched to normal play mode.

Some scorers may not support Practice for Open play. For Accuscore Plus for example, use disable Scorekeeping instead. Also, Accuscore Plus scoring will not go into practice mode if the arrows are already up.

For XL scoring, resetting practice mode will also bring up the player arrows.

Bowler Option. For TS3, this allows bowlers to end practice mode from the console when they are finished practice, by selecting Start Bowling.

For Frameworx, this allows the bowlers to both set and reset practice mode at the console. It is only available when League Extensions is off, and will be forced on when Practice mode is set at the desk.

1st Ball. For TS3 only, this allows practice of first balls only. A new rack is set after each ball. Not available with all pinspotter types.

End Practice. If a time is entered here, the scorers will leave practice mode automatically after this time. An "**END PRACTICE NEAR**" message will appear one minute prior to the end of practice, and an "**END PRACTICE**" message at the end of practice (some scoring systems only). These messages will appear on the overheads. For TS3, if **Automatic Arrows** is enabled, the bowler arrows will appear a short time later.

Pinspotters Off at the end of Practice. The pinspotters will switch off at this time. Otherwise, they will stay on. If they are in Instructomat mode, they will stay in Instructomat mode. It is not safe to automatically switch to play mode while bowlers are bowling.

Restart after ?? Secs. This option will restart the pinspotters (if shut off) and bring up the player arrows a set time after the end of practice. Thus when both this option and the Pinspotters Off at End of Prac is set, the following sequence will occur –

- 1 minute prior to the end of practice, **END PRACTICE NEAR** will appear on the overheads

- At the end of practice, the pinspotters will go off, alerting the bowlers that practice time is over.
- An **END PRACTICE** message will appear on the overheads for most scoring systems. For TS3 and AS80/90, the full screen **END PRACTICE NEAR** message will clear.
- A set time later, the pinspotters will come back on, Practice mode at the lanes will be reset, and the player arrows will appear.
- For TS2 or TS3, if the Auto 1st ball on arrows is set, the machine will automatically cycle to first ball if needed.

This technique of switching the pinspotters off, then back on is the only way to truly automate the end of practice. For experienced uses such as leagues, it may be better to simply leave the machines on at the end of practice, and leave it up to the bowlers to bring up the arrows with the keypad. Often the End PRACTICE NEAR message can be missed.

Pinspotters Off at Lane Move. This option only applies to CDE events where the bowlers change lanes between games. If ticked, the pinspotters will go off when the scores are cleared at the end of a game. They must be manually switched back on at the commencement of the next squad.

Charge for Practice Frames. This option will include frames bowled in practice mode in the total chargeable for the lane. These frames will not be assigned to any specific bowler.

Enable Training Mode. Training mode allows a specific pin pattern to be setup on each re-rack. Use the **Setup** button to select the pins to be stood up. Note that the pattern shown in the setup screen may not reflect the current pattern if it has been changed at the bowlers console. Changing or toggling any pin will send this new pattern to the lanes when the new settings are applied. This function is not available on all pinsetters.

Bonus Frames. Select which frames will always have an automatic strike.

Game Type selects the type of game to be bowled for centres with convertible lanes. Eg 10 Pin/Duckpins/5 Pin etc.

For centers with mixed fixed lanes, for example 10 lanes of 10 pin and 8 lanes of 5 pin, this setting can be left on “default”. The correct game type will then be automatically selected depending upon the lane. See also Setup ▸ Supported Game

A warning message will appear if attempting to use a game type on a lane that does not support that type.

For Frameworx, the game type must match the pinsetter type set at the console, or the screens will not come on.

Scoring Method sets the no-tap mode to be used for all bowlers, and overrides the individual no-tap bowler settings in the Bowlers Tab. Also allows for other special game types if supported by the scoring system.

“Flexi” games are games of 10,20,30 or 40 frames where each frame can be configured to behave differently. See the Lane Information►Flexi tab.

Note that 10 frames of any flexi frame game equates to one game. For example, a flexi 40 frame game equates to 4 games and is billed as 4 games. To set up a single flexi 40 frame game key, set the item to contain 4 games.

“Split No-tap” is a special scoring method whereby splits or a pinfall of 9 or more counts as a strike. Applies to TS3 only.

“Low Ball” is a special game where the aim is to score as low as possible by knocking down only 1 pin per ball. Scores are calculated the same as a normal game, except that misses are counted as 10 points. Applies to TS3 only. Note that misses are displayed as “10” on lane monitors and printed scoresheets, but as ‘-‘ within Touch Desk and when correcting a score. Lowball is also available as a Special Game option in V6 Frameworx.

“Best Frame” is where a team total is calculated using the best frame bowled by any player for each frame. Frames other than the best are greyed out. Best Frame is defined by the following order –

Strike
Spare
Highest frame total
Highest first ball if equal frame totals.

An exception to these rules is when an open frame follows a spare, in which case the frame that would give the highest total game score is used, which may not be the frame with the highest pinfall within that frame due to the effect of the spare.

Special Game sets the special game mode if applicable to this scoring type.

For Touch Score –

- **5 frames Only**. This game is scored similarly to the ten frame game, but has only 5 frames. The last frame (5th) can have up to 3 balls the same as the 10th in normal play. Note that for billing purposes, 1 game still equates to 10 frames or 2 games of 5 frame bowling. To set up a single game key for 5 frames, set the item to contain 5 frames or 0.5 games, not 1 game.

- **Current Frame (30/10).** This game has 10 frames. The last frame is the same as the first 9 without any extra throws. Each frame's score is calculated only from the pinfall in that current frame as follows -
  Strike = 30
  Spare = 10 + first ball pinfall
  All others = combined pinfall from 1st and second ball.

- **Match Play**. Match play awards a point for winning a frame against an opponent. The actual pinfall scored is not tallied.

  Each bowler is playing against the bowler on the other lane of the pair in the same position. Two lanes must always be used, and there must be the same number of bowlers on each lane of the pair.

  The first bowler should bowl their first ball, then wait for their opponent to bowl their first ball on the adjacent lane.

  If either downs more pins than the other, then they get a point for that frame, and the 2nd ball is not played. (The machines will reset the pins on BOTH lanes if Auto cycle on 10th is enabled, or this may need to be done manually depending upon the installed equipment).

  If the same pinfall is recorded for the first ball, then both bowlers bowl a second ball. If a bowler downs more pins, then they win that frame. If the frame is tied, no one gets a point.

  The scores for each frame are displayed as a running total of whether the bowler is up or down on their opponent. For example, a bowler may be +3 (3 more frames won than their opponent) while their opponent is -3.

  The game is over when a bowler is ahead at the 12th frame, or earlier if a bowler is ahead by more frames than are remaining until the 12th frame. If

all square after the 12th, then bowling continues until a bowler wins a frame, and is declared the winner.

Note that when the first ball decides the frame, then the second ball is not shown. But it is available when correcting a score, in case it is then needed to decide the frame after correction.

It is important that both lanes scores remain on the lane until both lanes have finished bowling to ensure the frames are awarded correctly. When correcting scores at the desk, return the sheet to the lane for correct processing before printing.

Note that special games may not always be compatible with all other features.

Frames Per Lane sets the number of frames bowled by each bowler on each lane before alternating to the other lane in Cross Lane mode. For TS2 this will always be the same as **Frames per Turn**

Frames per Turn sets the number of frames bowled by each bowler before the next bowler's turn. For cross-lane, both lanes must have the same setting here.

Clear Score will clear the scores from the screen, leaving only the names.

Clear Names and Scores will clear all bowler names and scores.

Note for AS80/90 scoring, this command may not clear league names. Check the lane out to clear all names.

Restore Last Score will restore the last score sheet that was cleared from the lane. Restoring again will restore further scoresheets, up to the maximum number stored in the scoring chassis.

Bring Up Arrows will cause the bowler arrows to appear if they are not already up. Scoring will not take place unless the arrows are up. If the lanes are in practice mode, practice mode will be cancelled. If the pinspotters are in Instructomat mode, they will be switched on to normal play mode.

To remove the arrows, go to the **Other Options Tab** and un-tick **Enable Arrows**, then **Apply**. Then re-tick **Enable Arrows** and **Apply** if you wish the bowlers to be able to bring up the arrows when ready.

Reverse Arrows will reverse the direction of the bowler arrows in cross lane mode, so that the bowlers bowl on the opposite lanes.

Lane Movement. The system can automatically move bowlers between lanes from one game to the next. Use this setting to select how the bowlers will move. This setting is NOT available for CDE events, as lane movement is handled within the CDE export files. Only lanes with the same booking or that have the same main customer will be included in the cycle. For example, if lanes 3-10 are checked in with a common booking or customer, and lane move is set to move one lane to the right, then the players on lane 10 will move to lane 3.

Lane Movement options are –

- **Pairs Right/Left** – each pair moves right/left one pair after each game
- **Lane Right/Left** – each lane moves right/left one lane after each game
- **Even Right/Odd Left** – even lanes more 2 lanes right, odd lanes move 2 lanes left after each game.
- **Split Players** – player 1 moves 1 lane right player 2 moves 2 lanes etc. With sufficient lanes, this mixes up the players so they bowl with different people for each game.

Game # is the game number for events controlled by CDEs League or Tournament programs or that use **Lane Movement** to move bowlers between games. This is usually just the same as the current game number and does not need to be altered. However, there are cases when it is necessary to adjust the game number. For example, say a team does not turn up for Game 1, yet a different team is waiting to bowl their Game 2 on the same lane. In this case, enter Game 2 as the game number and click on **Load Names**.

Load Names will cause Touch Desk to load the lane with the bowlers expected for this lane. It is only valid if **Lane Movement** is enabled for this lane, or the lane is running a CDE event. The names will normally load automatically, but in some circumstances as above, it may be necessary to force the names to be loaded.

Note that for CDE events, it is not possible to enter names manually via the Bowlers Tab at check in, as all the names will come from the CDE export file.

To make changes to the line-up, either alter the bowlers in the **Bookings** screen prior to check-in, or **Modify** the lanes after check-in.

Loading names will erase any scores already bowled.

8.1.3.6. Display Tab

Main Screen Type sets the type of display on the overheads. The available types are:

- **Normal.** A normal **10 frame** grid if the lane is checked-in, else a blank screen (**OFF**) if it is checked-out.
- **TV.** Display a TV picture only
- **4/5 Frame.** A large text grid that displays only 4 or 5 frames at once.
- **Tournament 10 Frame.** This grid features large bowler names, and no team total and is useful for singles and doubles tournaments.
- **Scores on Left, TV on Right**. The scores for both lanes will be displayed on the left side monitor, and the TV will be displayed on the right side monitor.
- **Logo.** For TS2/TS3, the graphic that has been defined as the Logo will be displayed. If multiple graphics have been defined, TS2/TS3 will cycle through them. This feature can be used for advertising when a lane is off. See Lanes ▸ Graphics Tab.

  For other scoring types, the built in logo will be displayed, if available.
- **TV in a Window.** A TV picture will be displayed within a window in the score grid. To display the TV as a background, see **Main Screen Background TV** below.
- **Tournament 4/5 Frame.** This is similar to the 10 frame tournament, but uses large text so that only 4 or 5 frames are displayed at once.
- **Off.** Screen will be off even though the lane is checked in.

Some types will not be available on all scoring types.

Some types will not be available depending upon the number of bowlers.

When both lanes on TS3 are sharing a single screen side by side, the 10 frame option will be replaced by 4 frames.

If the lane is not checked in, only **OFF**, **TV** or **Logo** will be available.

If Other Options ▸ Allow Bowlers to Set Grid Type is enabled, some settings may appear blank.

For Brunswick AS series scoring, the 10 or 4 frame selection affects the LOWER screens only, and can only be changed at Check-In.

Main Screen Style. Most of the display types listed above are available in the following styles:

- **Classic** uses a simple line grid
- **Blocks** uses shadowed blocks.
- **Show Unused Frames** displays the entire grid.
- **Hide Unused Frames** displays only those frames that have been bowled, and is useful when combined with background TV.

Dual. For TS3 only, this sets the dual mode, whereby both lanes are displayed on one screen. The choices are to use the odd or even screen, and to display scores side by side or one under the other. Background TV and TV in a window are not possible when using dual mode.

The screen that is not in use may be set to either TV or Digital Signage.

Note that if Windows detects only one screen connected to the scoring computer, then both lanes will be displayed on this screen even if the **Dual** setting is disabled. Normal display will be restored within a few seconds of the second monitor being re-connected.

Main Screen Background TV displays a TV picture behind the score grid. It can only be used when the TV source is set to the Camera, Line, or Chained input. Applies to TS2 only.

Tournament - Normal/Double/Singles. Use a tournament style grid for singles or doubles tournaments. Applies to Brunswick AS scoring only.

Picture-in-Picture mode uses the TVs inbuilt PIP mode when available. It can only be used when the TV source is set to Infra-Red Controlled TV

Lower Screen Type sets the display type on the lower screens for Frameworx systems, or for the tablets at the bowler consoles for TS3. Available options are similar to the main screen options above.

For TS3 tablets, there is an a **Keypad Only** option. This displays a virtual keypad on the lower console. This keypad can be used in the same way as a normal bowler keypad. The menus will be displayed on the overheads. The score grid will not be displayed on the tablet in this mode, and the normal tablet interactive menus will not be available.

Lower TV sets the TV source for the lower Touch Screen for TS2.

Lower Screen Style. These options apply to a single touch screen when fitted to TS2, or the tablets at the bowler consoles for TS3.

For other installations with lower screens, the **Main Screen Type and Style** settings above also control the lower screens

TV Source determines the source used for displaying TV. Not all types can be used for *background* or *in-a-window* display. Not all types are available in all centres.

- **Camera** uses the camera input connector on TS2, which may also be used for pin detection.
- **Line Input** uses the Line Input connector on TS2
- **Chained Input** uses the Chained Input connector on TS2
- **TS2 TV Tuner** use the TV tuner built into TS2 (if fitted)
- **Local (Legacy) TV** switches the monitor to TV mode when Accuscore style monitors with built in TV switching are used.

- **Auto Switch TV** switches the monitor to TV when the monitor supports automatic switching in the absence of a score grid signal.

- **Infra-Red Controlled TV** uses the TVs own built in tuner when an Infra Red control system is fitted to control the TV. See the **Infra–Red TV Controller User Guide** for more information.

- **Win TV** uses a TV Tuner fitted to the TS3 computer. This tuner can display TV in a window or as a background on the TS3 scoring grid.

- **Web TV** streams content from the internet, or a local IP camera, or any other source that can be displayed in a web browser.

  Main Stream is displayed on the main screens. **Aux Stream** is displayed on the optional third screen fitted between the lane pair's main screens. Content can be displayed in a window, full screen, or as a background to the score grid.

  Use **Manage Web TV Streams** to set up the URL for each "channel" or streaming source. Touch Score uses the system's Internet Explorer to display the content. If any plug-ins are needed they can be installed in Internet Explorer.

  Use the **Insert Lane**, **Pair** or **Screen** buttons to insert the current lane, pair or screen number into the URL. This can be used to customise the URL for each lane and screen using different IPs. For example, this could be used to display a different local camera on each lane. Note that the **Screen** number is 1 for the left lane, 2 for the right lane and 3 for the auxiliary third screen.

  Ideally each source will display content without needing any user interaction, such as pressing a play button. If user interaction is required, then it will be necessary to use the Lane View feature to manually start the display each time it is used.

  If there are any issues with displaying content, test the URL using Internet Explorer (not Microsoft Edge) outside of Touch Score.

  Web TV applies to **TS3** only.

See the **TS2** or **TS3 User's Guide** for more details on all options.

Channel and **Sound** controls the channel, and whether sound is turned on for Infra-Red Controlled TVs. See the **Infra-Red Controller User's Guide** for information on setting up channels. The **default** setting means that the TV channel will not be changed from whatever it is now.

Aux Channel and **Sound** controls an auxiliary TV that can be fitted on each lane pair. Note that if the auxiliary TV is turned on for either lane in a pair, it will come on. This allows it to be set to on for Check In styles, and off for Check Out styles. It will then come on when either, or both, lanes are checked in but turn off when both lanes are off.

Remote Control brings up a screen that allows access to additional buttons that have been programmed for the Infra-Red controlled TVs. These buttons should only be used to re-sync a TV with Touch Desk when it becomes out of sync (for example when the TV is on when the it should be off) or for features that are not supported by Touch Desk. To turn the TV on or off, or change channels, always use the appropriate Touch Desk option rather than the **Remote Control** screen, otherwise Touch Desk may become out of sync with the TV. The commands can be sent to all of the TVs in the selected range, or only a specific TV. See the **Start ▸ Programs ▸ Touch Desk ▸ Remote TV Controller** for setting up the remote control.

For legacy systems, the following options are available when **TV Source** is set to **Local (Legacy)** –

- **Enable Audio** enables the audio output from the overheads. For Accuscore Plus, audio is always on when TV is selected regardless of this setting.

- **Main TV** controls the channel and volume of the TV on each lane for legacy XL & Boss systems.

- **Aux TV** controls the channel and volume of the auxiliary TV mounted between the lanes on XL & Boss systems. Frameworx systems have a simple tick box to enable the TV.

Pindication enables the display of the pins still standing after every first ball Note that pindication is not available on TS3 with AMF APS or Brunswick

scanners, as these types of pin detectors do not provide this information to TS3.

For TS3 the time for the display is also set here.

For Frameworx, the time set here is for the sparemaker or “Coach” display.

Enable Spare Maker enables the display of the suggested bowling line on the pindication display. For Frameworx, this enables the “Coach” display. A time must be set for the display as above.

Video Replay enables the video replay of each shot. The video is derived from the pin detection camera and requires an IP camera. The quality of the video will be limited by the camera resolution and the fact that one camera is shared between both lanes of the pair.

Bowl Here QRCode enables the display of a QR Code when the lane is checked out. This code enables bowlers to purchase bowling for this lane on their smart phones. The center must be linked to Touch Bowl.

Show Game/Frame Counter enables the display of the number of games and frames bowled. For Accuscore Plus V5 this can only be changed when a score sheet is sent.

Enable Ball Speed Indicator enables the display of ball speed after every ball.

KPH? Displays ball speed in kilometres per hour rather than miles per hour.

Fill in Frame Scores. Applies to Brunswick & TS3 scoring only. If not set, frame scores will not be shown for strings of strikes until the end of the string or the game is completed.

Show Maximum Possible Score Displays the maximum possible score that can be achieved for this game, based on balls already bowled.

Professional Display. Applies to Frameworx scoring only. Note that this display type works best with 3 bowlers or less. Also when used with more than 3 bowlers, the indicators must be set to **color** as Frameworx will not display arrows. See Indicators.

Show Anticipated Pinfall. Applies to Brunswick scoring only.

Show League Bowler +/-. The scratch total column will be replaced by the bowler's and team's head to head handicap score difference with the opposing team. Note the difference is only displayed up to the last finished frame by both bowlers or teams.

Show Bowler Stats. Applies to Frameworx scoring only.

Show Cumulative Total. For **Touch Score 3**, this will display the accumulated pinfall for all bowlers for each frame at the bottom of the screen. It cannot be used when **Marks** is also enabled, or when the **Best Frame** scoring method is being used.

May also apply to some Brunswick scoring.

Bowler Message. For TS3, a message can be displayed before each bowler bowls their first ball. The screen will prompt the bowler to accept the contents of the message. The message cannot be cleared from the screen while the arrows remain on their name unless they accept. If they do not accept then they should not bowl. Removing their name from the line-up, or moving the arrows to the next player will remove the message for that bowler from the screen.

The text for the message should be placed in a simple text file. The file must be named "Bowler Message.txt" and placed in the "c:\Touch Score" folder of the lane server computer.

IMPORTANT! The software cannot guarantee that the correct bowler has accepted the message and cannot prevent a bowler from bowling without reading the message. Any balls bowled will still be scored as normal. There may also be cases where the message is not displayed for every bowler, such as when a new bowler takes over from another bowler mid-session using the same bowler's name, or if the normal scoring grid is not being displayed.

To display a message or general warning that does NOT have to be accepted by each bowler individually, use the **Start Bowling** graphic.

Show Series Totals. For TS3, shows series (rather than game) totals in total column on scoring grids. Note that individual bowler totals are only shown if League Extensions is enabled. Series totals show the total of the games that

were bowled on this lane. This may not apply to the current bowler in the case where bowlers change lanes between games.

Show Order Ready. This must be enabled so that "Order is Ready" messages will be displayed on the lane's screen. See Orders ▸ "Order Ready" lane messages for more information and settings.

Large Frame Totals. For TS3, displays the running total for each frame in large text. The individual ball scores are not shown for completed frames.

Display Marks. For **Touch Score 3**, this will display the accumulated marks total at the bottom of the screen. It cannot be used when the **Cumulative Total** is also enabled or when the **Best Frame** scoring method is being used.

Marks are calculated as follows:

Strike = 1 Mark
Double Strike = 2 Marks
Spare = 1 Mark
If <5 pins are knocked down in the first ball after a double strike or a spare, then subtract 1 mark.
If <5 pins are knocked down by the 2 balls (1 frame) following a strike, then subtract 1 mark.

Additional marks are awarded based on the team's handicap as follows:

Additional Marks = (Team Handicap+6)/10

Also applies to some Brunswick scoring.

Enable Recap screen. For Frameworx, allows the bowlers to display the recap screen at the lanes.

For Frameworx Version 6 and later, the number of games on the recap sheet will be equal to the game limit as set in the shut off options. See Lanes ▸ Other Tab ▸ Shut off after Game X.

For earlier Frameworx, the recap sheet shows 8 games.

For TS3, this option automatically displays the recap screen when **End Bowling** is pressed. The recap screen can always be shown manually via the menu regardless of this setting. Note that recaps shows the games that were

bowled on this lane. This may not apply to the current bowler in the case where bowlers change lanes between games.

Enable Auto Advertising. This function displays a predefined Slide Show. See Setup Scorers ▸ Files ▸ Slide Shows.

Enable Accuvision. Applies to AMF scoring only.

Language selects the language to be used at the scoring. May apply to both lanes in a pair for some scoring types.

Bowler Option allows the bowler to select the language.

Name Format selects the format used to display the bowlers' names.

- **Auto Scaled** – the full name is displayed and scaled to fit the available space. Not applicable to Tournament or TV in a Windows grids.
- **Fixed** – the full name is displayed, but all bowlers are scaled the same (same font size)
- **Initials Only** – only the bowler's initials are displayed
- **First Name + Initial** – the bowler's first name plus initials is displayed.

Apps Display. Touch Score can display screens from external or third party applications on the overheads. See Admin ▸ Setup System ▸ Apps for setting up external applications. If **Auto Live Feed** is selected, any of the enabled live scores we applications can control the display. Not all applications support displays.

Show in Gird (PIP) This option allows puts the apps display in a window inside the score grid, similar to TV in a Window or Picture-in-Picture. The 10 Frame grids will appear as just 2 frames, the 4 frame grids remain as 4 frames.

Chase Lights. For BOSS systems only, controls the lane chase lights.

Merchandising selects a graphics package to display for advertising. Split options are available such that the odd and even sides display different folders. For example, "1/2" displays the files in folder 1on the odd screen, and the files in folder 2 on the even screen

Indicators controls the display of bowler arrows on Frameworx systems. Note that when Professional Display is set with more than 3 bowlers on a lane, the indicators must be set to **color** as the arrows will not appear.

Lane Clock controls the clock that can be displayed on the lane. The available functions are:

- **Custom.** The clock can be set to any desired time, and be made to count up, count down or to hold the current time. To disable the lane clock, set the function to **Custom** and click **Clock Off**.

- **Time of Day.** The current time of day will be displayed.

- **Time Bowled.** The time bowled, less any time on hold will be displayed. The lane clock will also hold when a lane is put on hold with the **Hold** button on the **Main Tab**.

- **Time Remaining**. This is the time remaining for pay-by-time bowling. It will automatically hold if a lane is put on hold as above.

- **Practice Time**. The lane clock will display the practice time remaining when automatic **End Practice** is set in the **Scoring Tab**.

Note that the clock can only display up to 23:59, then resets to zero.

8.1.3.7. Other Options Tab

Enable Bowler Console enables the bowler's keypad or tablet interface.

Enable Arrows enables the bowler arrows. The arrows must be enabled in order to score.

Enable Lane Viewing allows the bowlers to view the scores from another lane.

For Touch Score 3, this function is only available when tablets are used for the bowler's console. The tablet can display live scores from multiple lanes. The lanes to be viewed must have Collect Live Scores enabled. It is therefore suggested that Collect Live Scores always be enabled for all lanes whenever lane viewing is enabled.

Allow Completed Games to be Cleared allows the bowlers to the clear the scores from a completed game from the screen by pressing **Remove Scores** or **Next Game**. Games can always be cleared from the desk regardless of this setting.

Allow Incomplete Games to be Cleared allows the bowlers to clear the scores from an incomplete game from the screen by pressing **Remove Scores** or **Next Game**. Games can always be cleared from the desk regardless of this setting.

Allow Names and Scores to be Cleared allows the bowlers to the clear both the scores and names from the screen by pressing **Clear** or **End Game**. Games can always be cleared from the desk regardless of this setting.

Allow Score Corrections allows the bowlers to correct a score. Corrected scores are underlined on score sheets. The desk can always correct a score regardless of this setting. Scores corrected from the desk are NOT underlined.

Enable Bowler Menu allows bowlers to use the bowler menu. Bowlers can normally operate TS2 in either of 2 ways –

- **Classic** - uses the special keys on AMF and Brunswick keypads
- **Bowler Menu** – follow the prompts on screen

Classic is always available, regardless of this setting.

Allow Bowlers to edit Names allows the bowlers to edit bowler names, handicaps, blind scores etc. It may be disabled for league and tournaments to prevent bowlers changing the downloaded bowler details.

Allow bowlers to add/remove names. Allows bowlers to add or remove names from the existing line up. Requires **Allow bowlers to edit names** as above.

Allow Bowlers to set Bumpers allows the bowlers to enable bumpers for each individual bowler. The Bowler Menu must be enabled.

Allow Bowlers to set No Tap allows the bowlers to set the no-tap mode for each individual bowler. The Bowler Menu must be enabled.

For Frameworx, this must also be enabled for a bowler's individual no-tap setting to take effect, even if set from the desk and not by the bowler. Also, the bowler will not be able to change their setting once bowling has started.

Allow Bowlers to set Bonus Frames allows bowler to set up bonus frames (automatic strikes) at the console.

For Frameworxs, this setting must also be enabled for a bowler's individual bonus strikes to take effect, even if those free strikes were set by the desk. When this setting is first enabled, all bowlers will default to the free strikes set in Scoring Tab ▸ Bonus Frames .

Allow Bowlers to set Grid Type allows the bowlers to select their own score grid type, including type and number of frames. If the TV source is set to Win TV, then TV in a window and background TV is also an option. For TS2, the Bowler Menu must also be enabled.

Allow Bowlers to set TV Channel allows the bowlers to change TV channels, for TS3 systems with Win TV or an IR TV controller connected to TS3.

Allow Bowlers to Bowl Out of Turn allows the bowlers to temporarily move the bowler arrows to another bowler, thereby bowling out of turn.

Allow Restore/View Previous Game. For Frameworx, this allows the bowlers to view games that have been cleared. For TS3 this allows the bowlers to restore a cleared game to the screen.

For TS3, this allows bowlers to restore a previous game after it has been cleared. Note that the current score will be cleared when this happens, so the bowlers must also be able to clear the current score (See Allow Names and Scores to be cleared and others). Up to 8 score sheets are stored at the lanes, and the Restore command will cycle through them all.

Enable Food and Beverage Ordering enables a system where by the bowlers can place orders for food and drink at the score table.

Enable Service Light. The Service light is used to request waitress service. It appears at the lane as either a highlighted area, or a knife and fork symbol, depending upon the type of scoring. A light bulb icon also appears at the front desk.

For Touch Score, when the Service Light is not enabled, the bowlers will not be able to activate the service light at the console, nor will it appear at the front desk.

For other scoring systems, disabling the Service Light only prevents the service light symbol from appearing at the front desk. There is no way to disable it at the lane console.

Note that AMF scoring systems leave the service light on when the lane is checked out. To prevent the service light symbol appearing at the front desk on checked-out lanes, make sure the service light is disabled in the default Check-Out style.

Enable Maintenance Menu. The **Maintenance Menu** is a selection within the bowler's menu that is used for diagnostic and testing purposes. It should be disabled while bowlers are on the lane.

Bumpers for all. For TS2, TS3 and BOSS, this option will set the bumpers for all bowlers, and will override any individual bowler settings.

Bumpers. For Frameworx, this option enables the automatic bumper system.

Bumper Lights. For BOSS, this enables the Bumper Exciter Lights when fitted.

Auto Cycle on 10th Frame. When this option is set, the pinspotters will automatically clear away the remaining pins when the second ball of a frame is not required in the 10th frame. The pinspotter may either clear away all the pins in a single cycle, or perform an extra cycle, depending upon the pinspotter type and the settings in Lanes ▸ Setup Scorers ▸ Setup Tab. Also applies to unused 2nd balls in any frame in Match Play.

Auto Cycle on No Tap. When set, the pinspotters will automatically clear away the remaining pins when a no tap strike is bowled. See **Auto Cycle on 10th Frame** above for more details.

Auto 1st Ball on Arrows Up. This will cause the machines to cycle and reset the pins if the machine is on second ball when the player arrows are bought up. May not be available for all installations.

Selectable Re-Rack. On some AMF systems, the **Re-Rack** key can select between two types of re-rack - with and without scoring. This setting enables this feature.

Slow Time sets the amount of time in seconds from when the last ball is bowled to when the slow bowling screen appears. This setting has special significance when the lane has been checked-in using tokens. See Slow Bowling and Inactive Time.

Inactive Time. For TS3, this sets the time from when a ball has last been detected and the pinspotters will switch off due to inactivity. To reset the time, and restart the pinspotters, turn the pinspotters off, Apply, then back on. Only applies to installations with a TS MIU and using a ball detector.

For Frameworx, this sets the time in seconds between when the slow bowling screen appears and the pinspotters will switch off. This setting cannot be used unless **Slow Time** above is set to something other than 0. These settings are only available when the League Extension option is not set.

This setting has special significance when the lane has been checked-in using tokens. See Slow Bowling and Inactive Time

Stand Alone will place the scorer in stand-alone mode. Touch Desk will not control the lane in this mode.

For some scorers such as Accuscore Plus, diagnostics functions may be available at the bowler's console only in stand-alone mode. Also for Accuscore Plus, when stand-alone mode is reset, the scorer will briefly go off line before returning to usual operation.

For AS80/90 scoring, stand-alone simply means that Touch Desk stops communicating with that pair.

Workshop should be ticked during lane maintenance or breakdown, or whenever the lane is not available for use. A caution bar will appear over the lane icon, and Touch Desk will issue a warning if a user attempts to check in this lane.
Warning! Do not rely upon this function to prevent lane use. Always ensure other safety measures are in place.

Workshop mode can also be automatically selected if the machine is switched off at the back end. See Admin ▸ Lane Server Setup ▸ Show Workshop mode when switched off at back.

Clear Service Light. This button clears the service light after a bowler has requested service. The light can also be cleared by clicking on the light bulb on the lane icon. Applies to TS2/TS3 scoring only.

Stop Bumpers and Restart Bumpers. Manual over-ride of automatic bumper operation. Applies to Frameworx bumpers only.

Bowling Limits

This section sets the bowling limits at which the lanes will shut off or check out automatically.

Warn bowlers at end of Bowling If set, a message will be displayed on the lane's screen at the end of the bowling. For bowling limited by time, the warning may be sent a few minutes before the end as below.

Warn before shutoff. Sets the time at which messages start to appear warning that time is nearly up.

There are three different ways to define when bowling is complete –

- After PrePaid
- After a preset number of games
- At a preset time

For each type, there is a **shutoff** option, and a **check out** option.

After Pre-Paid. Bowling is limited by the prepaid amount of games or time. If **ShutOff** is set, the pinspotters will shut off at the end of the pre-paid bowling, and the lane will be put in hold mode. To turn the pinspotters back on , unset the Hold button on the **Main Tab**, or ring up further games or time for this customer. Note that there will be a delay of approximately 1 minute before the machines shut off, to allow for the bowlers' balls to be returned. Use Check Out Allowance to allow extra un-scored frames per game to cater for re-bowling frames, re-spots etc.

Note that these pre-pay warnings and shutoffs are automatically disabled when a lane starts bowling without any games or time having been rung-up. This lane is then considered a post pay lane, and none of the prepay options apply. These options can later be enabled if required and any later payments will then be used to calculate shutoff times as if for a pre-pay lane.

If **Check Out** is set, the pinspotters will go off and the lane will be automatically checked out when the bowlers clear their final game if the limit has been reached. The lane will not check out if any customer on the lane owes money, bowling or shoes, or if the prepaid amount of bowling has not been completed. This option does not require **Shut Off** to be enabled.

After Game X. This option is used to **shut off** the pinspotters after a preset number of games, regardless of any pre-paid amount. For CDE events, the correct number of games will appear here automatically. Note that there will be a delay of approximately 1 minute before the machines shut off, to allow for the bowlers balls to be returned.

For Frameworx V6 or later in league mode, this game limit will be enforced at the console, even if auto shut off is not enabled. Also, the number of games displayed on the recap sheets at the console will be equal to this game limit.

If **Check Out** is set, the pinspotters will go off and the lane will be automatically checked out when the bowlers clear their final game after the game limit above has been reached. The lane will not check out if the customer owes money, bowling or shoes, or if the prepaid amount has not been completed. This option does not require **shut off** to be enabled.

At XX:YY. This option is used to **shut off** the pinspotters at a preset time, regardless of any pre-paid amount. Note that there will be a delay of approximately 1 minute before the machines shut off, to allow for the bowlers balls to be returned.

If **Check Out** is set, the pinspotters will go off and the lane will be automatically checked out when the bowlers clear their final game after the time limit above has been reached. The lane will not check out if the customer owes money, bowling or shoes, or if the prepaid amount has not been completed. This option does not require **shut off** to be enabled.

After Inactive. This setting is designed to check out abandoned sessions as might be required in an unattended system. This setting requires both the Slow Bowling and Pins Inactive times to be set. Once the Slow Bowling Time is

reached, a message will be displayed at the lanes - "**Bowl a ball or session will finish in xx seconds**". Once the Pins Inactive time is reached, the message will disappear and the lanes will check out shortly after. If the Walkdown time is also set, then these timers will not start until the walk down time has expired or a ball is bowled. Note that the pinspotters will shut off at the Inactive time after check-in regardless of any walk down time, but this does not affect the messages or checkout sequence as described above.

Auto Next Game. If set, the scoring will automatically advance to the next game after each game has been completed, without the bowlers having to press the **Next Game** key. A time delay can be set to allow the bowlers to view the completed game before it is cleared. Applies to TS3 only. TS2 also has this feature, but uses the same delay as set for **Auto End Game** below.

Auto End Game. This setting is similar to the **Auto Next Game** above, but applies at the end of bowling when bowlers have used up their prepaid allowance. When any of the auto **Check Out options** are also set, the bowlers can simply walk away from the lanes at the end of play and the lane will automatically check out.

Walk Down Time. This is the time allowed from check in for the bowlers to walk down to the lane and start bowling. The bowling clock normally does not start until the first ball is bowled, but if the walk down time expires, the clock starts anyway.

Note that if the lane is in practice mode, the practice clock will not start until the walk down time expires or a ball is bowled.

Pinspotters

Pinspotter Off/On/Instructomat controls the pinspotter. Pinspotters cannot be turned on if the lane is not checked-in, unless specifically allowed. See Admin ▸ Setup ▸ Lanes ▸ Allow pinspotters on when not checked in.

For TS2 or TS3 with own MIU, two cycle options are available –

Cycle cause a single cycle of the pinspotter, and any pinfall is scored.

Reset will reset a new deck of pins by cycling the pinspotters without scoring. For intelligent pinspotters, this will occur in a single cycle. For non-intelligent pinspotters, the machine may have to cycle twice.

For non TS2/TS3 systems, only the **Cycle** button is present. The type of cycle is dependent upon the scoring chassis.

8.1.3.8. Colour Tab

The colour screen is used to set the colours for the main screen at the lanes.

The exact options available will depend upon the scoring system. Some systems allow the setting of individual colours, while others have only preset combinations.

For TS3, the font and background wallpaper can also be set here.

These colours and settings can be saved as a *Colour Scheme*, and then reused as required.

A different *Colour Scheme* can be set for the 1st, 2nd and 3rd game. If a 4th game is bowled, Game 1 colours will be used, and so on.

A fourth colour setting is used when a prepaid warning or game shutoff message is displayed, or the lane has actually shutoff. The use of this warning colour scheme can be enabled or disabled as required.

- **To use an existing Colour Scheme**, click on Game 1, 2 or 3 then select a scheme from the drop down box.

- **To edit an existing Scheme**, select the scheme to edit, click on the item to edit (background, grid etc) and select a new colour. When the changes are complete, click **Save.**

- **To create a new Colour Scheme**, select a scheme that is similar to the one to be created, then edit the colours as needed, then click **New**.

- **To delete an existing scheme**, select the scheme then click **Delete**.

Note that a *Colour Scheme* does not have to be saved to be used. The colours can simply be changed and then sent to the lanes without saving. Only schemes that are to be reused later need be saved.

Colours

For Touch Score, the following colours can be set –

- Background,
- Grid Lines
- Title Blocks (TS3 only)
- Bowler Blocks
- Score Text
- Frame Score Text
- Title Text (TS3 only)
- Name Text
- Arrow fill in colour (TS3 only)
- Arrow Colour (TS3 only)

Setting colours for **Brunswick AS series scoring** is similar to TS2/TS3, however only **Background**, **Grid Lines** and **Names** colours are used.

For all other legacy scoring, simply select a fixed colour combination from the drop down box. For Frameworx, see also Frameworx Custom Colours.

A sample image of the scoring screen is provided for Touch Score. This image is intended as a low resolution sample only to judge the overall appearance of the selected colours. Note that the colours on the scoring monitors may not match this sample screen exactly, due to differences in brightness, contrast or colour balance between the different screens.

Font. For TS3 only, the font may be changed here. The fonts displayed here represent those loaded on this Touch Desk computer, and may not necessarily be present on the Touch Score computer.

Font may be left blank and the default (Tahoma) will be used.

For TS2 use the Graphics Tab to select an alternate font file. Currently only CLASSIC is available.

Background Image. For TS3, the background image or wallpaper can be set here. Any suitable image file in the **Touch Score\Wallpaper** folder (or the

wallpaper subfolder in the current graphics folder) on the Lane Server may be used. If a file from a different location is chosen it will be copied to this folder.

Note that TS3 will search the wallpaper subfolder of the current graphics folder for the named wallpaper file, and if not found it will then search the **Touch Score\wallpaper** folder. This allows wallpaper for each game to be set to something generic, like **Game 1 Wallpaper**, and different versions of this file used based on the currently selected graphics folder.

For TS2, use the Graphics Tab to select background images.

Lighting. Select the background lighting for this colour scheme.

See Lighting ▸ Touch Score Background for options.

Note that RGB colours rendered on the screen may look different when displayed as lights. However, if the colours are vastly different, check that the encoding scheme and start address in Lanes ▸ Lighting ▸ Setup has been set correctly.

If you know the colour value of the desired colour, for example to match the output from a lighting desk or controller, then select **Define Custom Colours** and enter the values directly.

When using lighting fixtures that support RGBW or RGBWUV, then colours with exactly the same red, green and blue values will use the white LED and the RGB LEDs will be off. If the RGB values are not identical, then the RGB LEDs will be used to produce the correct colour, and the white LED will be off.

For RGBWUV fixtures, any colour which has a red value of 1, and a green value of 1, will use the UV LED and all others will be off. The blue colour value will determine the brightness of the UV LED.

If any of the four area buttons (Pin, Overhead, Capping, Other) are not enabled when **Fixed** is selected, then check that they have a valid start and end address in Lanes ▸ Lighting ▸ Setup.

8.1.3.8.1. Frameworx Custom Colours

For Frameworks, use the small modify button adjacent to the Legacy Colour drop down to set up custom colour maps. These will then be available for selection along with the default colour maps (Colour A-W).

Click **NEW** to create a new colour map, or **EDIT** to edit an existing one.

Select a colour for each item on each tab (for example **Background** on the **Score Sheet** tab) by clicking on the item in the sample screen, or selecting it from the list on the right, and then clicking on a suitable colour from the palette at the bottom of the screen.

For Frameworx versions 6 and above, a full palette of 256 colours is available to choose from.

For versions 5 and below, only 32 colours are available.

If you have mixed versions of Frameworxs in the center, then use only the first row of colours to avoid getting different colours on different lanes. Touch Desk will show the full 256 colour palette if any lane has version 6 or higher.

Make sure all items on all tabs have a suitable colour, to avoid items becoming invisible (eg black text on a black background).

Note that the colours on the Frameworx overheads and monitors may not appear exactly the same as on the Touch Desk screen. This is due to brightness, contrast or colour balance differences between the different screens.

Also, the Slow Bowling screen colour is fixed and cannot be changed.

8.1.3.9. Messages Tab

This screen is used to send messages to the lanes. Messages can be saved for later re-use, and can be of several types and sizes.

- **To use an existing message**, select the message from the drop down list.

- **To edit an existing message**, select it from the list, make any changes, then click **Save**.

- **To create a new message**, select a message that is similar to the one to be created, edit the message as needed, then click **New**.

- **To delete a saved message**, select the message and click **Delete**.

- **To clear a message from a lane**, click **None**.

Note that a message does not have to saved. If the message being sent is not likely to be used again, simply enter the message as required and do not save it.

The available message types are:

- **None**. Clear the message from the lane

- **Line**. A single line of text will appear at the top of the screen.

- **Scrolling Line**. A single scrolling line of text will appear at the top of the screen. Note this option is not available on Frameworxs scorers as the standard Line Message as above always scrolls.

- **Page Message**. A multiline text message will cover all or part of the screen.

On Touch Score, Page Messages can be either full or half screen, and small or large text.

- **Full Screen** messages cover the whole screen, hiding the score grid. On TS2/TS3, these messages will clear if the bowlers press a key or bowl a ball, but are guaranteed to be visible for at least 10 seconds.

- **Half Screen** messages compress the score grid into the top half the screen, and use the bottom half for the message.

- **Small Text** allows 12 lines of 40 characters on a full screen

- **Large Text** allows 6 lines of 20 character on a full screen

Clear sets the time that the message will remain on the screen before it is cleared. Note that page messages can hide the score grid from the bowlers, and

are therefore cleared when a ball is bowled or the bowlers use the keypad. The time is in minutes and seconds format MM:SS.

Lower Screen uses the Lower Monitor rather than the upper for AS80/90 scorers.

For Frameworx scorers, messages can be sent to the upper, lower or both. Selecting NONE clears all.

Insert Customer/Team or Bowler Name buttons insert a special token into the message such as **{Cust Name}.** When the message is sent to the lanes, this token is replaced with the current customer, team or bowler name.

For example, a large text page message could be set up as below and used when checking in a league.

Welcome
{Cust Name}

{Team Name}

When the bowlers arrive at the centre, they can easily find the correct lane for their team. Note that the customer name for a league would usually be the same as the league name.

This can also be used for birthday messages, to welcome social bowlers, or to display tournament bowler's names in large text prior to play commencing.

8.1.3.10. Graphics Tab

This screen controls the graphics used for exciters and other special functions. There are three different sections that may appear depending upon the type of scoring system in use – Touch Score 2, Touch Score 3 or Frameworks. There are also some common controls and options for other legacy scoring type.
The general options are -

Graphics must be ticked to enable the display of graphics.

Main Sound must be ticked to enable the sound effects with the graphic.

Console Sound must be ticked to enable sound effects on the Touch Score 3 tablet console.

Lighting. This must be enabled for any lighting shows to be displayed with graphics. See Lighting

Display Now. For TS2 and TS3 this option displays one of the defined graphics type immediately**.** As well as the pre-defined types, there are also a number of undefined types which can be user defined.

For example, you may decide to use TS2 Type 40 (currently undefined) for birthday messages, and create a number of birthday graphics and download them as Type 40. Then to display a birthday graphic, go to **Display Now** and select Type 40. Likewise for TS3, there are 4 "User" types which can be used.

Note that some types are linked to events and cannot be displayed manually, such as SLOW BOWLING.

8.1.3.10.1. Touch Score 3

Graphic Folder. TS3 graphics files are arranged in folders, and by selecting a different folder, a different set of files will be used. This setting is used to select the **current graphics folder**.

For example, there may be a folder call **Open Play**, containing all the graphics for normal open play, and another called **League Play** with a different set for league.

The **current graphics folder** must be located in the main Touch Score graphics folder which is **c:\Touch Score** on the Lane Server computer. Any name can be used except for "Wallpaper", "TS2", "Push Updates" and "Console Logs", as these are reserved for other functions.

Files within the **current graphics folder** must either be named the same as one of the standard types, or be in a sub folder whose name is a standard type. For example, there may be a single file called "2 strikes.bmp" (or some other valid extension), or there may be a sub folder called "2 strikes" containing a number of files to be used for 2 strikes. Files in these sub folders can have any name, as the name of their parent folder determines their function.

If a standard type has been enabled (for example "2 strikes") and there is no file or sub folder named "2 Strikes" in the **current graphics folder**, then TS3

will search the **Default** folder. The **Default** folder is created when Touch Desk imitis installed, and contains subfolders for each standard type.

Touch Desk does not contain any tools for creating new folders or copying existing ones. This can be easily achieved using Windows. To create a new folder with all the pre-named subfolders, simply copy the **Default** folder, then delete any unwanted files.

Note that when the display type is set to **Logo**, then the upper monitors display the content in the "**Logo**" subfolder, while the lower consoles display the content in the "**Console Logo**" subfolder.

When the display type for the consoles is set to OFF, a dark Touch Score logo is normally displayed. You can add a background to this by supplying a file named "**ConsoleScreenSave.jpg**" and saving it in the current graphics folder (such as **Default**). Only a single jpg file is supported. To completely replace the image, set display type to Logo as above.

Display Now. Enter the name of any file in the main Touch Score folder, and it will be displayed immediately. The file does not need to be in the currently selected graphics folder.

The time for the file to be displayed can be set. If 0, a default time will be used. See the section below on file times.

This function is different to the drop down Display Now option, as any file can be displayed, where as the drop down only displays files associated with a standard type or function.

Note that each Touch Score 3 computer regularly monitors the Touch Score folder, and takes a copy of any updated files. However, it may take a minute or two for all lanes to update. Any files newly created or moved into the Touch Score folder may not be ready for display immediately.

Clear Graphic – clears any currently displayed graphic and any waiting in the queue to be displayed.

Standard Types

The standard types for Touch Score 3 are –

- Logo – displayed when the Display Type is set to **Logo.** See also Digital Signage for display options when the lane is not in use.
- Console Logo – displayed on the lower console when display type set to **Logo**
- Welcome – appears when the lane is first checked in.
- Start Bowling – appears when the arrows first come up. May include safety warnings
- 1 Strike – appears when a single strike is bowled
- 2-12 Strikes – appears when multiple strikes in a row are bowled.
- Spare – appears whenever a spare is made
- Open Frame – when a frame is left open (not spared)
- Spared Split – appears when a split is followed by a spare.
- Miss – appears when no pins are knocked over on the first ball.
- Mid Game – appears when the first bowler reaches the 6th frame, i.e. at the end of the 5th. Often used to suggest refreshments be purchased (also known as Beer Frame)
- End Game – appears at the end of each game
- Slow Bowling – appears when the slow bowling has been detected (long time between balls). Prompts the bowlers to bowl.
- Stop Bowling Sign – appears whenever TS3 is about to cycle the pinspotters, to ask the bowlers to stop bowling while the pins are reset.
- Foul – appears whenever a foul is detected. May also include a safety warning about crossing the foul line.
- End Practice – appears when Practice mode is about to be reset. Asks the bowlers to stop bowling as practice is over. Practice mode will not be actually reset until this graphic clears, so the time set for this can be used as a delay to allow the bowlers to notice the message and stop practice bowling. This graphic will appear when practice is reset manually or automatically, and is independent of the 1 minute warning used when practice time is set to end automatically.
- Inactive Pinspotter – displayed whenever the pinspotter has shut down due to inactivity. Should inform the bowlers of this and that they can bowl a ball to restart the pinspotter.
- On Hold – displayed whenever the lane is on hold. The image will remain until the lane is no longer on hold. Note that for leagues, an image may not be desirable as the bowlers may need the overheads to set up the teams prior to practice. However, this graphic type could have only the lighting enabled to subdue the lane lighting prior to practice without displaying an image.

- Pin Backdrop – this is the backdrop shown behind the pins when pindication is displayed. This could include the centre name for example, but should not use colours that make seeing the pins difficult. This graphic is NOT full screen, but typically around 926x235 on a HD TV.

The following types apply to the flexi frame game only (FFG)

- FFG Frame Types – This image type has a number of sub types (stored as sub folders) as listed below. An image will be displayed whenever the type of the frame to be bowled changes – for example from **9-pin** to **8 - pin**. It would therefore normally display prior to the first bowler bowling each frame.
  - Regular
  - 9Pin
  - 8Pin
  - Mulligan
  - Pay Day
  - Bonus
  - Big Kahuna
  - Sour Grapes
  - Super Sour
  - BingoBangoBongo
- FFG Kahuna – displayed when a strike is bowled in a Big Kahuna frame, thereby gaining points
- FFG Bonus – as above for Bonus frames.
- FFG Sour Grapes – displayed when a strike is NOT bowled in a Sour Grape frame, thereby losing points.
- FFG Super Sour – as above for Super Sour frames.
- FFG Pay Day – displayed when a strike is bowled in a Pay Day frame.
- FFG BingoBangoBongo – displayed when 3 strikes are bowled in a BingoBangoBongo frame which must be the last frame.
- FFG Big Whammy – displayed when the last 4 frames are all strikes (6 strikes)

- 1 Pin through to 9 Pins – these are displayed after the first ball, based on the number of pins down. Note that 0 pins will display the Miss graphic, and 10 pins will display the Strike graphic. If pindication is enabled, this graphic will be displayed after the pindication.

- User 1-3 – these types are not displayed automatically but can be used to group files for use with the **Display Now** function.

Enabled. Tick to enable this type. If no file is found in the current graphics folder, the **Default** folder will be searched. This setting is ignored for the **Logo**.

Random. If ticked, TS3 will randomly select a file from those available. If not ticked, it will select the next available file, so that all files will always appear in the same order.

Time. This is the length of time the image will be displayed.

All images will normally be cleared if the bowler presses a key to access the menu, or bowls another ball, even if this time has not elapsed.

For static images, a time of zero is not allowed, and will default to 5 seconds.

For movies or flash files, the movie will run once, and the time setting is ignored.

There are some special images which will remain displayed until the condition that triggered the image is cleared. These are **Slow Bowling, Inactive Pinspotter, End Game, Stop Bowling** and **On Hold.**

If any of these types is a movie or flash file, then setting the time to 0 will cause the movie to be repeated until the condition is cleared. Setting any other time will stop the display after that time.

For **Logos** the image remains on for as long as the display type is set to logo. However the time setting can be used to cycle through a number of logo images, each remaining on for the specified time.

Also, when Practice is reset from the desk, the **End Practice** image will be displayed. Practice mode will not actually be reset until the image has cleared. Therefore the time set for this image can be used to give the bowlers sufficient time to stop bowling before the practice is actually reset and scoring begins.

Lighting Enabled. Enable display of a lighting show for this graphic. See Lighting. Lighting can be enabled for each of the four lighting areas individually – Pin deck lights, Overhead lights, Capping lights and Other lights.

Supported File Types

TS3 supports the following image types -

- GIF (single frame or animated)
- BMP
- JPEG
- JPG
- PNG
- EMF
- WMF

In addition, any file type supported by any of the following programs is supported, if that program and its ActiveX plug-in have been installed –

- Windows Media Player
- Shockwave Flash
- Internet Explorer

Some of these types, such as GIF support transparency. This allows the image to appear over the scoring grid, with the grid visible through a transparent background.

BMP files do not generally support transparency. However, if the file name ends in "_t" (e.g. mypicture_t.bmp), then whichever colour is in the lower left corner pixel will become transparent over the entire image.

Touch Score will auto scale the files to fit the display area. For a HD TV, this is 1920x1080. For best results, images should be supplied in this resolution. Note that the Pin Backdrop is not full screen, but typically 926x235 on a HD TV.

Sound

If sound is enabled, then any sound associated with a movie type file will be played to the default sound device. If the file is a static image, then Touch Score will look for a file with the same name as the graphic file but with a

"**.wav**" extension. If this is not found, Touch Score will look for "**default.wav**" in the same folder.

8.1.3.10.2. Touch Score 2

TS2 Graphic types are:

- **Logo** – displayed when lanes are off. Can also be used for advertising.
- **Open Strike** – displayed when a single strike is bowled in Open play
- **Strikes** – displayed when more than one strike in a row is bowled. A different graphic can be used depending upon the number of strikes from two to twelve.
- **Open Spare** – displayed when a frame is spared in Open play.
- **Split Spare** – displayed when a split frame is spared.
- **End of Game** – displayed at the end of a game. A different graphic can be used for Open and League play
- **Middle of Game** – displayed after the 5th frame.
- **Score Background** – used as the background to a score grid. A different graphic can be used for Open and League games, and also for Game 1, Game 2 and Game 3. Game 4 re-uses Game 1 graphic and so on.
- **Pindication** – a special graphic used to display the pins left standing.
- **Slow Bowling** – displayed when there is a considerable delay between balls.
- **Stop Bowling** – displayed when TS2 is about to cycle the pinspotters, and requests that the bowlers stop bowling.
- **Foul** – displayed when the foul detector is triggered.
- **Menu Background** – displayed as the background when ordering food or beverages
- **Font** – this is not actually a graphic, but a special font file that is used to change the appearance of the characters. If a font file is loaded, it will always be used. If no file is loaded, the default font will be used.
- **Message Background** – displayed as the background to page messages
- **Touch Background** – displayed as the background to scores and menus on the touch screen
- **End Practice** – displayed when practice mode is reset.

In order to use more than one file for a particular type, the files must belong to the same group. Files in the same group have the same base name, with a numbered index. For example: mypic_01.gif, mypic_02.gif etc.

See the **TS2 User's Guide** for more information on creating and naming graphics files.

Before a file can be used, it must be sent to the lanes. See Lanes ▸ Setup Scorers ▸ Files Tab.

For each file type, the following information is required.

File Group is the file or file group to use. Either enter the name or a file or click **Browse** to find it.

When browsing, set the file type property to:

- **Files in Current group** to show all files in the currently named group
- **All files in file list** to show all files that have been entered in the file list for sending to the lanes. See Lanes ▸ Setup Scorers ▸ Files Tab.
- **All Files** to show all files in the folder

Select a file to use. If the file is part of a file group (similar names) the entire group will be used.

Random. If random is ticked, a file will be randomly chosen from the group of available files. If it is not ticked, file 00 will be chosen the first time, 01 the next time etc.

Time. Is the time to display the file before it is cleared. If set to 0, the file will not automatically clear.

For Logos, TS2 will cycle through all available logo files, displaying each one for its preset time. This feature can be used for running a slide show for advertising for example.

Load Default Files. Click this button to load the default setup for this page. This will use the default graphics files as supplied with TS2.

8.1.3.10.3. Frameworx

Start Slide Show displays a predefined Slide Show on Frameworx scorers. See Setup Scorers ▸ Files ▸ Slide Shows. Note that only Frameworx software Version 6 or later can display a slide show with more than one image. Earlier versions can display a single image only!

Cancel Slide Show cancels any slide show currently on the screen.

8.1.3.11. Flex Tab

A Flex Frame Game (FFG) is a game of 10,20,30 or 40 frames, whereby each frame can be configured differently. All forty frames are displayed, even though the selected game type may use less. The entire map can be saved under a unique name for later reuse.

Flex games are available in TS3 only, except for the Flex 40 which enables the legacy forty frame function in Accuscore Plus Version 5, Accuscore XL or Boss only

To select a flex game see Scoring ▸ Game Type. If the scoring system supports flex games, they will be listed here.

For a definition of each frame type, consult the scoring documentation or the web.

- **To use an existing FFG Map**, select a map from the drop down box.
- **To edit an existing FFG Map**, select the map to edit, then select a new frame type for each frame. When the changes are complete, click **Save.**
- **To create a new FFG Map**, select a map that is similar to the one to be created, then edit the frames as needed, then click **New**.
- **To delete an existing FFG Map,** select the map then click **Delete**.

Note that an FFG Map does not have to be saved to be used. The individual frame types can simply be changed and then sent to the lanes without saving. Only save FFG Maps that are to be reused later.

8.1.3.12. Results Tab

These settings allow current results (completed games) and live scores to be posted to Touch Desk Digital Signage Screens through-out the centre. See Admin ▸ Digital Signage to setup the screens.

These results remain on the signage screens for a fixed time after bowling is completed, and are then discarded. To save results permanently, ensure that the score sheets are saved to the database, so that results can be generated later. See Lane Information Screen ▸ Save Score Sheets

The settings entered here will be shared with all lanes that have the same lane Customer. It is not possible to have different settings within the same group.

Three basic types of results can be displayed –

- **Results within Group.** This will display the results of completed games for each team or bowler within a multilane booking. The **Leader Board** shows the scores in order from highest to lowest within the group, while the **Head-to-Head** feature displays the winner between each team or bowler and the team or bowler on the adjacent lane. **Recaps** shows each game and series total for each bowler or team.

  The number of bowlers or teams to be displayed on the **Leader Board** for each category can be set. For example, it is possible to show only the top 3 bowlers, rather than every bowler. To show every bowler or team, leave the **Number to Show** field blank.

- **Results by Lane.** These results show the top bowlers from each lane in the centre. The number of bowlers to be posted can be individually set for each booking. For example, you may wish to post every bowler from a kid's party group, and only the top bowlers from adult groups. To post every bowler, leave the **Number to Show** field blank.

- **Live Scores.** Live scores can be displayed. Only Touch Score 3 provides truly live scores. For other legacy scoring, see also the Setup ▸ Legacy Live Scores option.

Show each Bowler or Teams highest game only will cause each bowler or team to appear on the leader board only once, even though their second or third highest score may be greater than another bowler or team's highest score on the list.

Start displaying scores after game number will restrict when the scores will appear. For a three game series for example, you may wish the scores only to appear after the third game is complete.

Time to remain on board after last game sets the time that the results will be displayed, following the last game by any team or bowler. The maximum is 255 minutes. To save scores for later use, make sure that Lane Information Screen ▸ Save Score Sheets is ticked.

For Live Scores, this is the time after the last ball has been bowled at which the live score display will be cleared. The live sheet will also be cleared if another booking is checked in to the same lane with the Live Scores option enabled, as there can only be one live score sheet per lane.

Live Scores

Collect Live Scores. Use this option to collect live scores as the bowlers bowl.

These live scores can then be displayed on the digital signage screen (see Admin ▸ Digital Signage ▸ Live Scores Tab), posted to cloud applications (see Admin ▸ Setup System ▸ Cloud Apps), and saved locally for use by third party applications (see the Touch Desk Developers Guide).

The score will remain for a preset time after the game has finished as set above, or until cleared with the **Clear Old Live Scores** button, or until the lane is checked in again with the **Live Scores** option enabled. In this case, the new score sheet from the lane will overwrite the old.

To automatically clear all live scores on check out, set the **Clear Old Live Scores** button in the check-out style.

Collect Live Scores must be disabled in order to **Clear Old Live Scores**.

For Touch Score 3, Live Scores are updated after each ball is thrown and are therefore truly live.

For all other legacy scoring, the scores may not be truly live. See Lanes ▸ Setup ▸ Legacy Live Scores for more information.

Live Cloud Apps

Send to ….. Live Scores can be sent to a cloud application. Any applications setup in Admin ▸ Setup System ▸ Cloud Apps ▸ Live Scoring will appear here, and can be enabled separately as required.

User Menu. This enables the user menu for the live scoring app at the console. The user menu is a web page provided by the application vendor. This feature is only available with TS3 with tablets at the bowler's console. Not all live scoring apps provide a user interface.

Touch Bowl

For centres connected to Touch Bowl and with Touch Score customers can view live scores and control the lanes from their mobile devices. This means a bowler console is not required.

Access to lane control depends on whether the customer is part of the booking or is a guest. A customer is considered part of the booking if they are logged in to a Touch Bowl account and that same account is either the main lane customer or one of the bowlers. All others are considered "guests".

Note that centre staff whose user level is equal to or higher than that specified in Admin►Cloud Apps►Lane Control Tab will have full control of any lane in the centre.

In order to prevent unauthorised access, "guests" will need to get a 6 digit access code from the front desk to use lane control.

Allow Touch Bowl guests to view. This option allows guests to view live scores. No Access code is needed.

Allow Lane Control. This enables all lane control functions.

Show QRCode. A QRCode will be displayed on the overheads before bowling commences. This link will start Touch Bowl with the correct centre and lane number. The code will not appear if the keyboard menu is displayed, the arrows are up, or any balls have been scored (i.e. total is not 0)

Guest Control. Allows guests (as defined above) to use lane control. Without this option, only logged in users who are contained in the current bowling session and staff will be able to control the lane.

Access Code. This code is required to access lane control by guests. For security it should only be given directly to the bowlers on the lane. The code changes with each bowling session.

Assign to Signage Screen allows these results to be displayed on a single screen only, rather than throughout the centre. For example, you may have a screen within a children's party room, and display all their scores from birthday party bookings on that screen only.

Clear Old Results will clear any results belonging to this lane that do NOT belong to this current booking.

Print Results will print the results from this booking. To print all the results currently on a signage screen, see the **Print** button in Admin ▸ Digital Signage ▸ Screens ▸ Results Tab.

8.1.3.13. Self Serve Tab

This is screen is used to configure the settings that allow bowlers to purchase or order food and beverages or bowling at the bowler console.

Most settings are only applicable to Touch Score centers with tablets at the bowler consoles.

8.1.3.13.1. Sign-in Tab

Allow Sign-in at Lane Console. This option allows the bowler to sign in at the lane console using their email address or smart card so that the bowler at the lane is linked to their customer record. A **Sign-In** button will appear on the Bowler screens, and a **Sign-in** option will be shown when purchasing items.

Linking a bowler to a customer account has many advantages, such as tracking each customer's bowling so that they may earn rewards, being able to link their lanetalk games via email, and allowing bowlers to pre-purchase credit or tokens and then use them for bowling or other purchases.

Sign-in can be protected with a password. If the customer forgets their password or has never set a password, then there are two options for recovery –

- If Message Center has been setup, then a temporary password is automatically generated and sent to the customer via email and SMS. A message template is not required. They use this password to login once and then setup their own password.

- A new login password can be entered for them in the Customers screen of Touch Desk. They should use this to login at the lanes, and then change the password there.

If the customer needs to agree to any terms and conditions before logging in, then these should be placed in a text file named "**Login Terms.txt**", and this file should be saved in the **\Touch Score** folder on the lane server computer.

The first time a customer logins in at the lane, this file will be displayed and the customer must agree in order to proceed.

If the terms and conditions are updated at any time, then it is possible to force all customers to agree again on their next login by using the Admin ▸ System Setup ▸ Customers ▸ Reset T&C function.

Require Sign in. All bowlers must sign-in. Once signed in, they cannot be signed out. They can however be deleted if they haven't started bowling, or paused if they have started.

Allow bowlers to register (create a customer record) at the lane console. This option allows bowls without a customer account to create one. Note that each customer requires a unique email address.

Phone number is required to register (or when profile next edited) When the customer first enters their details, or if they edit their profile sometime later, a phone number must be present. Note that the phone number is not checked for validity.

Address is required to register (or when profile next edited). As for a required phone number above, something must be entered in the Address, City, State and ZIP fields. The address is not checked for validity.

Security for sign-in. This sets the security level needed to sign in.

- **No Security** means that only their email address is required
- **Password or Card** means that a password is also required.

Note that a smart card is always enabled for sign-in.

Security for managing Profile. This sets the security level needed for the customer to edit their own profile (address, phone number etc) once logged in.

- **No Security**. Once signed-in, there is no additional security.
- **Password or card**. The bowler must enter their password or scan their card.
- **Password**. The bowler must enter their password.
- **Never Allowed**. Editing their profile once created is not allowed.

As the bowler remains signed in for the entire bowling session, the **No Security** option is not recommended.

Security for payments with player credit. This sets the security when the "pay with player credit" option is selected when purchasing items, and applies even if the bowler is already signed in.

- **No Security**. Once signed-in, there is no additional security.
- **Password or card**. The bowler must enter their password or scan their card.
- **Password**. The bowler must enter their password

As the bowler remains signed in for the entire bowling session, the **No Security** option is not recommended.

8.1.3.13.2. Bowling Tab

Self Check-in Options

Players can pay for games at the lane using tokens and be awarded tickets during play. These may be actual tokens and tickets via connected coin accepters and ticket dispensers, or virtual tokens and tickets stored on a player card or within Touch Desk.

See Admin ▸ Setup System ▸ Arcade Games for assigning reward items to be used to track tokens and tickets within Touch Desk.

- **Using external Token or Card Reader.** Use this option when bowlers can pay for a game at the lane using real tokens (or coins) via an external coin acceptor, or virtual tokens stored on a card and read via an external card reader. See the Touch Score manual for connecting a Coin Accepter, Ticket Dispenser or Card reader.

- **Using Token credits on Smart Card**. Use this option when bowlers have been issued smart cards. Virtual game tokens can be purchased at Touch Desk. The player then scans their card at the lanes to redeem tokens for games. Tickets earned are credited to the players account and can be redeemed at Touch Desk. See The Touch Score manual for connecting a smart card reader to Touch Score.

Token Setup. These options are used when a token (or coin) is used to pay for a game.

- **Bowling Style for check-in with token.** This bowling style will be used for checking in the lane. Note that once checked in, the settings on this tab in this bowling style will be used, not those that applied prior to check in (ie from the check out style). It is therefore possible to have different settings for the first token (or bowler) and subsequent bowlers, such as tokens per game or rate.
- **Bowling Rate for check-in with token.** This is the rate that will be used to pay for the lane. It can be a game rate, or a time rate.
- **Tokens required for this rate.** This is the number of tokens required for the rate to be rung up once. For example, if the rate represents a single game, and this option is set to two, then two tokens must be inserted per game. Alternatively, the rate could represent two games, and this option set to one. Then one token would pay for two games.
- **Add a new player for each rate.** If set, a new player will be automatically added for each rate that is rung up. This is the preferred option when paying by game and the rate represents a single game. In this case the bowlers should also be prevented from adding or deleting bowlers. See Lanes ▸ Other ▸ Allow bowlers to add/remove names.

Important notes when using tokens for check-in –

A bowler console or keypad is generally not required. Bowler names will be added as needed, and the game will clear once over. When paying by game, it

is important that the bowlers cannot add or remove bowlers, or clear the scores unexpectedly. In this case the following must be disabled, or the console disabled completely.

Allow Bowlers to add/remove bowlers - **NO**
Allow completed games to be cleared - **NO**
Allow incomplete games to be cleared - **NO**
Allow names and scores to be cleared – **NO**

For bowling by time, you can allow the bowlers to enter names and clear scores as usual.

Shut off after prepaid MUST be enabled. This is used to determine when the game is over, based on the amount of bowling included with the specified bowling rate. The usual bowling allowances apply**. Check out after prepaid** is not required. The lane will always check out 20 seconds after bowling is complete.

The **Slow Bowling** and **Inactive Time** settings behave differently when the lane is checked in with tokens, as below.

Slow Bowling. If a ball has not been bowled for this many seconds, a message will appear asking the players to bowl a ball. If the inactive timeout is also set, this message will count down to the game being cancelled. Set to 0 to disable the message and wait forever. To avoid hiding this message, do not use a Slow Bowling graphic.

Inactive Timeout. If a ball has not been bowled for this many seconds, the game will be cancelled. Set to 0 to disable. This function can only be used with the **slow bowling time** as above, and should be set to something greater than the **slow bowling time**. For example, if the **slow time** is 120, and the **inactive time** is 150, then after 2 minutes of no bowling a message will show that the game will be cancelled in 30 seconds. The message will count down to 0, then the game will be cleared and the lane will turn off. Games that are accidentally cancelled in this way can be restored from Touch Desk as usual.

Walk down time is not needed, as the bowlers are already at the lane. It will not extend the slow bowling timeout.

Auto Next and End game is usually not required.

Automatic Arrows should be ON.

When the lane is off, a suitable graphic or message should be setup letting customers know they can insert a token or swipe a card to start a game. Once the lane is on, suitable prompts will appear automatically. E.g. “insert another token to add another player”. The lane will not turn on if the swiped card is out of token credit.

8.1.3.13.3. Food and Beverage Tab

Food and Beverage Sales Screen sets the home food and beverage order screen that bowlers use to place orders from the lane. See Setup Item Screens to create screens. Note that pricing periods can be used to make different items or screens only available at certain times. For example, only show bar items in the evenings. In addition, bowling styles can be used to set different items screens for different bowling types.

Send “Order Ready message to the lane. This setting determines whether an Order Ready message will be sent to the lane when the order is ready. There are 3 options –

- **Never** – never sent
- **Always** – always sent
- **Use area default** – depends upon the default setting for each sales area.

Always send message if paying upon collection. This option will send the Order Ready message for all orders that are paying upon collection, regardless of the above setting. This is useful when the order would normally be delivered to the lane, but the customer is required to come to the counter when paying.

See Orders ▸ “Order Ready” lane messages for more information and settings.

For Player Card or Mobile (Cloud Apps) pay options, a tip can be added to the sale. When a payment is made elsewhere, then the tip can be added at that time. The options for **Add Tip** are -

- **No tip**. No tip is added.
- **Prompt for Tip**. The customer is prompted to enter a tip amount or percentage.

- **Mandatory Tip**. A tip is automatically added. No response from the customer is required.

The **Default Tip %** is used as the default amount when the customer is prompted for a tip, and as the actual amount for a mandatory tip.

The account used to accumulate these tips is a system wide setting in Admin ▸ System Setup ▸ Lanes Tab ▸ Tip Item. If this has not been set, tips will not be possible.

8.1.3.13.4. Tickets Tab

Touch Score can award tickets to players based on the settings below. The accumulated tickets for each player are shown on screen below their name.

When a ticket dispenser is connected, the tickets will be dispensed as they are awarded. For multiple players, it is up to the players to distribute the tickets amongst themselves.

For other systems, the tickets are accumulated electronically in the customer's account as rewards. Note that this requires that the bowler is correctly identified as the customer who is to collect the rewards. This can be done in the Lanes ▸ Bowlers Tab at Touch Desk, or by the player themselves signing-in at the lane (tablet consoles only), or whenever the bowler uses their player card. If the bowler is not linked to a customer record, then any tickets earned will be assigned to the main lane customer.

See Admin ▸ Setup System ▸ Arcade Games for assigning reward items to be used to track tickets within Touch Desk.

Note that if a game is moved from one lane to another, only the tickets earned on the new lane will be displayed on the screen. However tickets earned on the original lane will still be awarded to the customer upon checkout. Likewise if a checked-out lane is restored, only newly earned tickets will be displayed. Previously earned tickets will still have been credited to the customer.

Bowler total from 0 to xxx. Tickets can be awarded based on the player's total. Up to 4 different ranges can be specified and a different number of tickets awarded for each range.

Spares, Spared Splits, Strikes. Additional tickets can be awarded for these events. Note that the tickets are awarded as the event occurs, and are not affected by editing scores.

Enable Tickets for all bowlers. If not enabled, only those with the Tickets enabled in the **Bowlers** tab will receive tickets.

8.1.3.13.5. Payments Tab

Any payment methods enabled here will be available for the bowler to use when placing a food & beverage or bowling order. Typically only one or two would be available, as offering all the alternatives would most likely create confusion.

- **Add/Create lane tab.** Items purchased can be added to the lane tab (or bill). The customer must settle their bill at a Touch Desk terminal before leaving.
- **Add/Create bowler tab.** Items purchased can be added to a bowlers individual tab (or bill), which must be settled at a Touch desk terminal. If **Allow Guest Tabs** is enabled, then a temporary customer will be created if the bowler is not signed in. If not set, then only bowlers that are signed in can use this option.
- **Pay upon collection (Food & beverage only).** The order can be paid for when it is collected. This is the default if no other payment methods have been set.
- **Pay with Pre-paid Customer Credit.** Any customer, whether a current bowler on this lane or not, who has existing cash credit can use this option to pay with this credit. The Allow Sign-In option must be enabled, and the bowler will need the necessary password and/or player card.
- **Web/Mobile Pay.** The items can be paid for immediately using a supported web payment app as listed. See Admin ▸ System ▸ Cloud Apps for setting up web payment apps.

8.1.3.14. Theme Tab

This screen is used to select a theme for the entire lane or by bowler, and to allow bowlers to choose their own theme from a Theme Pack.

Force this theme on ALL bowlers – all bowlers will use the selected theme, and cannot make changes. Select **None** to allow bowler themes to be changed.

Bowlers can select a theme from this pack – choose a theme pack containing the themes that bowlers can use. Set to **None** to prevent bowlers from selecting a theme.

Set this theme for a bowler – this option will set the theme to the one selected, but the bowlers may still make changes if a theme pack has been selected above. Use **No Change** to leave the theme as whatever it is now, or **No Theme** to remove the theme from this bowler.

For information on **Themes** and **Theme Packs**, see Themes.

8.1.4. Setup Scorers.

This function sets various scorer options that do not change from booking to booking. These setting relate to hardware installation, camera alignment, file resources, etc. It also displays some information relating to the scorers themselves such as firmware versions, error logs etc.

Not all options apply to every scoring type or configuration. If any item listed below does not appear or is greyed out, then it does not apply to the current setup.

For more options such as scoring type, see Admin ▸ Operation Mode and Servers ▸ Lane Server Setup ▸ Configure Lane Server.

8.1.4.1. Setup Tab

- **Scorer Brightness.** This option sets the brightness of the TS2 screens for score girds and graphics. It can be adjusted to compensate for differences in monitors. If set to 0, the brightness will not be changed from whatever it is currently.

- **Video Inputs** configures the 3 video input connectors on TS2 for **Brightness, Contrast** and **Colour Saturation**. Note that these settings affect the appearance of the picture when using the inputs on TS2 only, not when using other TV sources. The **Score Brightness** should be adjusted first, then these settings adjusted to give a good picture. If set to 0, the settings at TS2 will not be changed.

- **Monitor Selection.** For TS3 only, this allows the overhead monitor used for each lane to be mapped to a Windows monitor. The default is **Odd, Even, Aux** mapped to **1,2,3**. Note that windows monitor mapping may change if a monitor is not present. For example, if 1 is missing, then 2 becomes 1 and so on. The **Cons** entry is used to select the monitor when the Touch Score Console is running on the same computer as TS3, and overheads are still in use.

- **Intelligent Pinspotter** should be ticked when the scoring computer is connected to pinspotters that are capable of resetting pins in a single cycle after the 3rd ball in the tenth frame or after a no-tap strike.

  Examples are AMF pinspotters with MP or Mk expander boards, or Brunswick pinspotters with a New Pins Solenoid (NPS) installed.

  If Auto Cycle on 10th frame or Auto Cycle on No-tap is enabled, intelligent pinspotters will reset a full rack in a single cycle when a second ball is not required in either the 10th frame or after a no-tap respectively. Non intelligent pinspotters however, will need to cycle a second time to reset the pins.

  Note that it is not possible to do a single cycle in these cases if an APS with ultrasound arrays is used for scoring, as TS2 is not directly connected to the pinspotter and therefore has no control over the type of cycle.

  The Auto Cycle on 10th frame and Auto Cycle on No-tap settings can be changed for different bowling styles. For example, league bowlers may expect the machine to cycle again, but open bowlers may not and regularly hit the rakes. So these settings can be enabled for league styles but disabled for open styles.

  The **Intelligent Pinspotter** setting can also be enabled if the pinspotters are NOT intelligent, but you do NOT want them to automatically cycle a second time under any circumstances.

- **Respot+Score**. Tick to enable the “respot with scoring” option in TS3 bowler menus. This function is not supported for all installation types. Unchecking this removes the option from the menu.

- **Cycle Delay.** (Applies to TS2,TS MIU, and Universal MI only) For non-intelligent pinspotters, the scoring will cycle the pinspotters a second time to clear away the pins.

  For TS2 with APS systems, Cycle Delay is the delay in seconds from when the score is taken, to when the machine will start its second cycle.

  For TS3 or TS2 with a camera, Cycle Delay is the delay in seconds from when the sweep returns home to when the pinspotter will start its second cycle and should normally be zero.

  Cycle delays are rounded to whole seconds.

- **Cycle on Strike.** This setting **c**auses the cycle relays to fire after a strike. Applies only to the Universal MI. This option is only needed when there is a problem with the pinspotter; for example, faulty gripper switches or non functioning expander boards. Note that it requires a working 2nd ball signal, (Ignore 2nd Ball NOT enabled) or the arrows to be up in order to function.

- **Force Cycle.** This will allow the Cycle button (but not the Reset button) to still energise the cycle relay even though the Start Signal is active (ie the sweep is down). Required only for pinsetters with an issue causing them to stop with rake down. Normally all cycle requests are blocked until the machine returns to 0. Universal MI only.

- **Invert Pinsense.** For Adam String interface only, inverts the polarity of the pin detection. i.e. from active input = pin standing to active input = pin down.

- **Score Trigger.** This setting determines when the score is recorded by the camera. The options are:

  - **Start + Delay.** The camera records the pinfall a fixed time after the start or sweep signal. This is the default for AMF pinspotters. The camera delay will be either the AMF Camera Delay for AMF cameras, or the CCD Camera delay set in the Camera Setup screen for CCD cameras.
  - **44/144.** The camera records the pinfall when the 44/144 input is activated, in accordance with the logic for early Brunswick scoring systems. This is the default for Brunswick A2s etc.

- **Ball Detect.** The camera will record the pinfall a set time after a ball triggers the ball detector. The delay from when the ball detector is triggered to when the camera is triggered is equal to the sum of the Ball Detector Delay plus the Camera Delay. The camera delay will be either the AMF Camera Delay for AMF cameras, or the CCD Camera delay set in the Camera Setup screen for CCD cameras.

- **Start Signal.** This determines the type of signal that is connected to the START inputs on the MI. The options are:

  - **Sweep Switch.** The signal is active when the sweep is NOT at the home position.
  - **0 degree Switch.** The signal is active when the machine is at zero degrees.

  Note that for the **Universal MI**, the start signal type can be set to **None** in the Universal MI Setup Tab and left unconnected. However, this is only useful when both of the following are true.
  - Score triggering is set to **Ball Detect**
  - Pinspotter type is **Generic String** or Non intelligent.

  For other types, the precise timing of the machine cycle is required and is read via the **Start Signal**.

- **AMF Camera Delay**(applies to TS2 and TS MIU only) is the delay from when the sweep switch is activated to when an AMF camera is triggered. Normally AMF cameras have a suitable delay built in, so this setting can be 0. However if the camera has been sourced from a different type of installation, it may have a 0 delay and a suitable delay must be added here. For video type cameras, see the Camera Tab

  For TS3, this delay is rounded to the tenths of a second. For TS2 it is rounded to periods of 0.35mSec.

- **Dual CCD Cameras**. Use this setting when dual CCD cameras are used due to over lane ball returns for example. Applies to TS MIU units only.

- **Ignore 2nd Ball signal**. The pinspotter provides a 2nd Ball signal to the scoring to indicate that it is in 2nd ball mode. Usually scores will only be

recorded when this signal matches the players current ball. For example, if the player bowls the second ball of a frame, and the data received from the pinspotter indicates it is still in 1st ball mode, then the score will not be recorded. Setting this option causes TS3 to ignore the 2nd ball signal, and always record a score. This can have unintended consequences depending up on the particular pinspotter and machine interface equipment in use. In particular, fouls, fast cycles, no-tap, and the extra fill ball in the tenth frame may not work correctly without a valid 2nd ball signal. Frame counts may be off. Even normal frames may not score correctly with some equipment. Use this option only as a temporary measure until any problems with the 2nd ball signal can be rectified. Note that when using the Universal MI, if the 2nd Ball input type is set to "**none**", then this is the same as enabling **Ignore 2nd Ball**.

- **Ball Detector Functions** (applies to TS MIU and Universal MI only)**.** Four separate functions of the ball detector inputs can be enabled as below.

  If **VALID** is enabled, then the unit will not record a score unless a valid ball detection signal is received prior to the cycle. Disable this setting if no ball detector is connected.

  If **CYCLE** is enabled, then TS3 will cycle the machines when a valid ball detection signal is received. This should be disabled if the machines are automatically cycled independently from the scoring to avoid double cycles.

  If **SAFETY** is enabled**,** then the machines will be shut off if anything passes the ball detectors while the sweep is not at the home position or a valid trigger has already been received. This applies only to pinspotters controlled via TS3 MIU or the Universal MI. Shutoff may not occur instantly depending upon the pinspotter. To restart the pinspotter, turn it off then back on again a few seconds later via the desk. An exclamation mark will appear on the Lane Icon while the shutoff is enforced. The word "Intrusion" will also appear above the pinspotter buttons.

  Important note - This feature is provided as safety backup only and must **NOT** be solely relied upon to prevent unwanted intrusion into the pinspotter by objects or persons.

  Speed Detection. The ball detectors can always be used for speed indication, regardless of these settings.

- **Ball Detector Delay**.

  For TS MIU or Universal MI-

  Sets the delay from when the ball has cleared the beam at the last detector to when the timers for the camera delay and machine trigger delay start.

  For non speed sensitive detectors this is a simple time delay in 200 millisecond increments.

  For speed sensitive detectors, this setting is the delay at a ball speed of 15MPH. The delay actually used is normally varied depending upon the actual speed. To use just the entered delay regardless of ball speed, tick the **Fixed** option.

  For Adam interface boxes on string machines –

  Sets the time in ½ second increments from when the ball detector is triggered to when the pin switches are read to determine the score.

- **Sensor Spacing**. For systems with two sensors, enter the spacing between the sensors in inches to the nearest 10^{th} of an inch. Ball speed will then be calculated and displayed. Note that the distance MUST be greater than 10 inches, and must be sufficient for the ball to completely clear the first sensor before tripping the second.

  To disable ball speed detection enter 0. Display of ball speed is not possible.

  For single sensors whose output pulse width is equal to the time it takes the ball to pass, enter a value between 0.1 and 10 inches. This value represents the width of the bowling ball as it crosses the sensor. Ideally 8.5 is the correct value, but this value can be trimmed to allow for any non-ideal conditions such as the sensor not being at the height of the center of the ball or delays in the sensor electronics. This value is best set by experimentation. Time the ball to work out the actual speed, then enter a value that gives the correct indicated speed. This method of detection is generally less accurate than using two sensors.

- **Machine Trigger Delay**. This is the delay from the end of the ball detect delay until the cycle signal is asserted. As the ball detect delay is over, further interruptions to the ball detector during this period will have no effect. For the TS MIU, this is always 0.

- **Enable SES 2021 extensions**. SES added additional functionality to their pinspotters in their 2021 firmware update. Enable this option if you have the 2021 firmware installed and wish to take advantage of the extended features. Some additional settings are listed below, see the SES documentation for more information. Changes to these setting can only be applied when the pinsetter is off, so will only take effect the next time the pinsetter is turned on.
    - Disentanglement Time – time before disentanglement fails. Recommended = 5.
    - Elevator (On Mode) time – time until elevator turn off when pinsetter is on. Recommended = 5.
    - Elevator (Off Mode) time – time until elevator turn off when pinsetter is off. Recommend = 5.

  Training Mode requires that 2021 extensions are enabled.

- **Force Configuration. (TS2 only)** If ticked, the settings in the *Touch Score Configuration* panel will be sent to TS2. If not ticked, the configuration will not be changed. Generally Force Configuration should be set, so that any TS2, even one whose memory has been cleared, can be installed and will be correctly configured by the desk. However leaving it unset is a useful way to read what has been configured at the lanes. See the **TS2 User's Guide** for more information on TS2 configuration.

- **Keypad Type** must be set for the type of keypad connected to TS2/3. See the **TS2/3 User's Guide** for details. Your hardware may not support all the types shown.

- **Both Keypads on UBT.** This setting only applies when dual keypads are used. It should be ticked if both keypads are connected to a single Universal Bowler Terminal board, else cleared if each keypad has its own bowler terminal board.

- **Bowler Terminal Baud=19200.** For TS3 only, use this setting to set the baud rate to the bowler terminal baud on an MIU to 19200, as used for Accuscore 2.

- **Monitor Type** must be set for the type of monitor or screen connected to TS2. See the **TS2 User's Guide** for details.

- **Pinspotter** is determines how XL/Boss and TS2/3 interfaces with the pinspotters but does not apply to all installations.

  For TS3 with XL/Boss MIU or camera, make sure the type set here is the same as set by the switches on the bowler terminal board if present.

  For TS3 with a TS3 MI or Universal MI –

  For AMF 8230/70/90 and Brunswick A2/Jetback, the advanced settings for Score Trigger and Start Signal as described below are used.

  For AMF 8800/8290XL/Xli, the MI connects directly to the machine and advance configuration is not possible.

  For TS3 with the Universal MI –

  Generic String is for string pinsetters and uses similar logic to the Adam string interface for determining when to reset the pins after a ball is bowled. The camera is used for pin detection. The score trigger should be set to **Ball Detect**. A cycle output must be connected. A start signal is not required.

- **Machine Interface type** sets the type of equipment used to connect TS3 to the pinspotters. This can be set to AUTO and TS3 will automatically detect some equipment. However there are times when the auto detection will fail (for example if the attached equipment is not turned on or connected, or does not support auto-detection), so it is generally best to set the type explicitly. Note that the wrong setting may also prevent the keypad from working.

  Note that it may be necessary to apply the settings and then re-enter the setup screen after changing the Machine Interface Type, as the appearance of other controls and tabs depend upon this setting.

  See the TS3 manual for more information**.**

- **Use IP Camera with MI.** When a **TS MIU** or **XL/Boss MI** is selected, this option allows a network connected IP camera to be used for pinsensing rather than the camera normally connected directly to the specified MI.

- **Pin camera light level settings.** The pin sensing camera of TS3 can be setup with two different light thresholds (normal or low) to cater for different pin deck lighting situations. For example, low could be used for UV or glow in the dark bowling, and normal used for regular lighting.

  There are two settings that control which threshold (normal or low light) the camera will use -

  This option on the **Setup** screen allows the mode to be set regardless of the style. So the same styles can be used for normal and low level lighting conditions. The operator must remember to turn this setting on or off as the lighting is changed.

  Alternatively, set this option to "set by lane style" and setup different styles for use when the lighting is low. The operator needs to use the special style (eg "moonlight bowling") to ensure the low light setting is used. See Scoring Tab ▸ Low Level Pin Lighting for setting up individual lanes or styles.

  As low lighting normally applies to the whole house, Touch Desk provides a simple visual check that all lanes are set to the correct mode by changing the color of the background of the **Lanes** screen –

  Light Blue – lanes are in normal mode
  Dark Blue – lanes are in low light mode
  Black – lanes are mixed

- **Extended APS Protocol.** For TS2/3 only, this option should be ticked only if an APS is being used for pinsensing, and the APS has been fitted with the updated A.K.Microsystems firmware which allows for pindication display.

- **Coin Acceptor.** Select the interface for the coin acceptor and/or ticket printer. Current options are 1 x UCL, 2 x UCL. See UCL Hardware in the Touch Score manual for more information.

- **Acceptor Message.** This setting affects the on-screen prompts when using the coin acceptor. If can refer to actual coins, tokens or swipe or touch cards.

- **Supported Game.** For scoring that supports different game types select those types that are supported in this installation on these lanes.

  For Frameworx, the supported games must match the pinsetter type as set at the console.

- **High Game.** The High Game graphic will be displayed if a game total is higher than this figure.

- **Enable Console Shutdown.** This option enables the shutdown of the console tablets when the TS3 computer is turned off from Touch Desk. This option should only be enabled if the tablets support WOL packets to allow Touch Desk to turn them back on, or the tablets will need to be turned back on at the tablet itself. If this option is not enabled, turning off the lane computers will just cause the tablet to reboot.

- **Use Low Power mode.**

  For Brunswick AS80/90 and AMF XL/Boss – If checked, power to the overheads will be switched off when the lane is checked out, and the display type is set to normal (OFF). This is the default setting for original installations.

  However, if the overheads have been replaced with TVs, it may be desirable to leave the TVs powered up when the lane is off. This is because some TVs will not automatically come on when power is restored, but remain in standby mode until activated by the remote. To avoid needing the remote every time a lane is checked in, set Low Power mode to OFF.

  For TS3 – If checked, the monitors will be switched off via Windows Power Control whenever neither screen is required. The exact operation of this function may vary depending upon the type of monitors being used.

For TS2 - If checked, Touch Score will go into a low power state whenever all the screens are off. Power to the bowler terminal and some peripherals will be switched off and the fans will stop. Normally this is the desired behaviour. However some TVs may display a blue screen or a signal lost message when the video signal is removed and this may not be desired. In these cases Low Power mode should not be enabled in order to maintain a black screen.

Note that on TS2s with a hardware revision code or 3 or lower, the fans and bowler terminal boards remain powered up.

- **Enable Intercom**. For TS3, this will enable the intercom functions at the scorer console. Intercom functions are generally only available where existing Brunswick intercom hardware has been retained after a TS3 upgrade.

- **Enable Chat**. For TS3 only, enables a text chat function between the lanes and Touch Desk. See Lanes▶Chat

- **Legacy Live Scores.** Live scores can be collected from the lanes and displayed using the digital signage system. See Lanes ▸ Results ▸ Show Live Scores.

  For **Touch Score 3**, these scores are truly live, as each ball throw is collected from the lanes as it happens.

  However, legacy scoring systems do not have the capacity to provide truly live scores. This **Legacy Live Scores** option is provided as a solution that will collect score sheets from the lanes in such a way that the scores will appear to be "almost" live.

  Warning! *This option places a heavy load on the communication network between Touch Desk and the scoring. Depending upon your scoring type and the number of lanes, it may not be possible to enable live scores on all lanes at once. If you experience an unacceptable slowing of response from the lanes, or lanes frequently dropping off line, then you may not be able to use this option on all lanes. This is an unfortunate limitation of the legacy scoring system.*

  Note that it is still possible to display live scores without the **Legacy Live Scores** option being set. The scores will then only update periodically for most scoring systems, and only at the end of the game for others.

Live collection will only take place when both Lanes ▸ Results ▸ Show Live Scores and this **Legacy Live Scores** option is set.

For centres unable to handle live score collection on all lanes, there are two choices. Either -

- Enable **Legacy Live Scores** for some lanes only, and use only these particular lanes whenever live collection is required

Or –

- Enable **Legacy Live Scores** for all lanes, but limit the number of lanes that can use it at the same time in Admin ▸ System Setup ▸ Lanes ▸ Limit Live Score Collection.

This does not apply to **Touch Score 3** which can always provide live scores on all lanes regardless of this settings

- **Restart Scoring Program**. For TS3 only, this will restart the scoring software on the lane computer without rebooting the lane computer. It will also update the scoring software from the Lane Server in case a new minor update has been loaded there. This scoring software is also automatically updated if the scoring computer is rebooted, or if the update is a major version upgrade.

- **Reboot Lane Computer** (Warm Start). This function will restart the lane computer or scoring chassis, without clearing the memory. Note, for XL, the current game will be lost!

- **Clear Scorer Memory and Reboot Lane Computer** (Cold Start). This function will clear the current game and all settings from the lane computer or scoring chassis, then reboot it.

- **Lane Computer On**. For TS3 this will turn on and boot up the lane computer. The lane computer must have been set up to allow for Wake-On-Lan using a magic packet.

- **Lane Computer OFF**. For TS3, this button will shutdown the lane computers. They will not restart automatically.

- **Lane View** will open a window to remotely view and control the TS3 lane computer (if fitted) on this lane. Both lanes will appear in the one window, use the scroll bar if necessary to move between them. See Setup and Install ▸ TightVNC Remote Viewer.

- **Console View** will open a window to remotely view and control the TS3 tablet used as a bowler console (if fitted). See Setup and Install ▸ TightVNC Remote Viewer.

8.1.4.2. Camera Tab

This screen is used to setup a standard video camera for pinsensing. It is not used for AMF type cameras. For setting up AMF camera delays, see Setup Tab ▸ Camera Delay

Before setting up the camera, the camera itself must be aligned & focussed correctly. See the **TS2/TS3 User's Guide** for details.

Before making any adjustments, it is important to get the latest captured image from the lane, in case the camera has moved. Click **Get Captured Image, or Get Live Image** and wait for the new image to appear. Depending upon the type of lane communications that are being used, the image may take 30 seconds or so to appear.

The following parameters can then be set based on that image.

- **Pin Position**
- **Neck Position**
- **Brightness Threshold**
- **Camera Delay**
- **Optional Machine Switch detection**

Get Live Image will upload the current image from the lane. Depending upon the type of lane communications that are being used, the image may take 30 seconds or so to appear.

Note that the images uploaded are low resolution, as the TS2 or TS3 MI box use slow speed communications so as to retain compatibility with legacy

systems. However the image processed internally by the TS2 or TS3 MI unit is of a higher resolution. The low resolution of the displayed image is not a problem, as the image is only used to position the pin dots. However it may mean that the lane may interpret the number of pins standing slightly differently to what you see on this image, in cases where the pin dots are incorrectly positioned on the very edge of the pins.

For IP cameras, a higher resolution colour image is displayed. If you see only a black and white image from an IP camera, then there may be a problem with the network setup. The colour image is retrieved from the TS computer using Windows file sharing, whereas the low resolution B&W image uses the scorer communications connection.

Testing Settings. The following buttons are provided in order to test any changes that have been made.

Apply Changes. This will send any changes to the lane

Cycle Pinspotter will cycle the pinspotter, causing the lane to capture a new image.

Get Captured Image will upload the last image captured by the lane. Depending upon the type of lane communications that are being used, the image may take 30 seconds or so to appear.

For sweep triggered setups, this image should show the pins with the sweep down. The camera delay must be sufficiently long for the sweep to clear the pin boxes, but sufficiently short to process the score before the machine cycles further.

The cause of any miss-scoring can be easily determined by examining this image immediately after the miss score.

For IP cameras, images are also stored on the TS3 computer for later diagnosis. These images are kept until a new booking is checked into the lane, and are named according to the position of the player arrows when the image was recorded.

For example:

C:\program files (x86)\Touch Score\Camera\Score 1\L0G2P1B03.bmp

This image is for the right lane (Score 1), the right arrow was on the left lane (L0), game 2 (G2), player 1 (P1), and ball 3 (B03=first ball, second frame).

If an image is recorded during a non scoring cycle, 'RPO" is appended to the image name.

Note that sometimes the position of the arrows may not reflect the bowler that will receive the score, such as when bowling a ball causes the automatic start of a new game. The arrows only advance to the new game after the ball has been bowled in this case.

Main Tab

Load Default. This button will reset the pin positions, brightness threshold and camera delay to default values.

Load Backup. (MI Camera Only) Whenever camera settings are changed in Touch Desk, a backup copy is saved in the database. Use this button to retrieve the last backup.

The camera settings shown on this screen are stored by the lane server and the scoring computers themselves. They may sometimes be different from those that were last set by Touch Desk. For example, they may have been changed at the lanes, or stored on a lane computer that has been moved from another lane or site. It is therefore sometimes useful to be able to restore the last settings that were set by Touch Desk.

In addition to automatically backing up any changes made at Touch Desk, Touch Desk will check that the displayed settings are the same as the backup settings whenever the settings are viewed and the OK or APPLY buttons are clicked. If the settings are different to the backup, a prompt will be displayed to save them.

For example, say the settings have been changed at the lane. Go to Touch Desk, view the new settings and click OK. Then click Yes when prompted and the new settings will be saved as a backup.

Note that this section applies to video cameras on the MI only. Settings for IP cameras are automatically backed up and retained.

Pin Position Tab

Pin Position. A box must be placed on the image of each pin. TS2/TS3 will measure the brightness of the image within this box to determine if a pin is standing. If the image within the box is brighter than the brightness threshold, the pin is detected as standing and shown in green. If the brightness is less, the pin is absent and shown in red.

To adjust a pin position, click on the *Pin Number*, then either click on the actual pin, or use the ▲ and ▼ buttons to move the box to the pin.

Boxes should be placed on each pin such that:

- Each box is on a single pin and does not overlap any adjacent pins.
- If the pin is missing, the image within the box must be dark. Avoid any bright reflections from ball cushions etc.
- The box should be positioned on the pin so as to allow for slight offspots where possible.

The colour of both the box and the pin button will depend upon whether the pin is current detected by the camera –

- Red – pin is not detected or missing
- Green – pin has been detected
- Amber – the pin has been not been detected due to light level at the pin position, but has been located along the neckline. See Neck Position threshold below.

Neck Position. The height of the neck of the pins must be set by positioning the neck line across the pin necks. When a pin is not detected in its usual position, TS searches along the neck line between the pin's usual position and the next pin rearwards. This enables TS to detect many off spot pins. Note that no camera system can detect all offspots all the time, as pins can move behind other pins.

To set the neck position, click on **Pin Neck**, then either use the ▲ and ▼ buttons, or click on neck of an actual pin. The line should be positioned across the middle of the neck, avoiding the red stripe on the pins if present.

If the camera has been mounted correctly at neck height, then all necks should be in line.

For TS3 only, the scanning for off-spots can be disabled by moving the neck line well above all the pin dots. This is often the best option when the necks are not at the same height, or other lighting factors cause the off-spot scan to detect phantom pins and thereby miss-score.

Threshold & Delay Tab

Brightness Threshold. Before adjusting the brightness threshold, click **Show Threshold Level on image** for the light level you wish to adjust. The image from the camera will now be displayed in three colours:

- **Black** for areas that are darker than the threshold.
- **White** for areas that are brighter.
- **Yellow** for areas that are close to the threshold

To adjust the threshold, enter a new value between 0 (dark) and 255 (bright).

The threshold should be adjusted so that the area at the pin boxes appears white when the pin is present and black when the pin is absent. If this area is yellow, then it is uncertain whether the pin will be detected or not.

Two different threshold levels can be set. One will be used for normal deck lighting, and the other for special lighting conditions such as glow in the dark bowling.

See Lanes ▸ Use Low Level Camera Settings and Lanes ▸ Setup ▸ Use Low Light Camera Settings to actually use the low level threshold for scoring or testing.

Camera Delay. For AMF pinspotters, this is the delay between the when pinspotter cycle starts (sweep switch closes) and the camera image is captured and processed. It should be as short as possible, but must be long enough for the sweep to clear the camera's view of the pins. This setting does not normally apply when in Brunswick mode.

The Camera Delay is also used when using the Ball Trigger to take data.

To adjust the delay, enter a new value in "ticks". Each tick is 35 milliseconds. The equivalent time in seconds will be displayed.

For TS3, different delays can be set for 1st and 2nd ball, but generally they should both be set the same. For TS2, the 1st ball delay is used for both balls.

Machine Tab

The Universal MI can visually detect the state of the pinspotter, rather than using hard-wired switches. Use this screen to position the detection points on the pinspotter image, and to set the expected colour of each of the detection points.

Each detection point must first be enabled in the Universal MI tab. Then it can be positioned in a similar manner to the pin positions.

Once a detection point is positioned, click on the colour indicator for that point. Click **Yes** as prompted to use the current colour at that point in the image as the expected colour, or click **No** to run the Windows colour selector and manually enter a colour.

Each point will be considered "detected" only when its colour in the image matches that of the expected colour. The matching is fairly loose and allows for differing light conditions.

Note that black or dark colours can also be expected colours, and white or lighter colours will then be ignored. This is different to the pin detection method which will detect a pin for any colour above a certain brightness.

The detection points are –

Start 1 and 2. These points are used to detect the start signal, similar to the **Sweep Switch** or **0 Degree** switch on a normal MI.

If the **Start Signal** is set to **Sweep Switch** in the Setup Tab, then the detection point must be visible at all times that the machine is active (sweep has left the home position).

If the **Start Signal** is set to **0 degree switch**, then the detection point must be visible only when the machine is at 0 degrees.

Often neither of these is practical. In this case, set the detection points on the sweep when it is in the down position. Then set the **Extend Start Signal** to at

least the time that the sweep will disappear from view of the detection point when it sweeps the pins. This will create a continuous “start” signal from the time the sweep drops, until a short time after it rises.

Note that both **Start 1** and **Start 2** must be detected. These can be placed on either end of the sweep to avoid false detections as a ball passes.

When detecting the sweep down position, make sure that the ball detector is not placed in such a way that it is triggered by the falling sweep before the lowered sweep is detected.

2nd Ball. Position this on the second ball light on the mask.

Foul. Position this on the foul light on the mask.

Ball Detect. This requires a ball detector that has an indicator light that is in view of the camera. Position the point on the indicator light. The indicator light should stay on for a second or so, to ensure it will be captured by the camera. This type of ball detector will not provide any speed information.

IP Setup Tab.

This tab is used to setup an IP or network connected camera, but only when used with a TS MIU. See the Universal MI tab for details and for setup when used with the Universal MI.

Replay Tab
This screen is used to define the area of the screen that will be replayed when Video Replays are enabled.

The replay window can be defined by adjusting its center and size. Note that the aspect ratio is fixed.

8.1.4.3. Universal MI Tab

This tab allows setup of the Universal MI and any connected auxiliary hardware.

The Universal MI uses mostly general purpose I/O modules (GPIO) to connect to a wide range of pinspotting equipment, and offers similar functionality to the TS MIU.

It can be used with an IP (network connected) camera, or an AMF A+ Accucam.

When used with an IP camera, it can use visual clues to determine the state of the machine and therefore record the score without any physical connection to the pinspotter. The addition of GPIO modules provides further functionality such as triggering and controlling the pinspotter (on/off/cycle/respot etc)

Most of the setup options available with a normal TS MIU are also available with the Universal MI, and the usual Lane Setup screen is used to set these.

AMF 90XL pinspotters can be connected directly to a com port on TS3. In this configuration, the state of the machine is read via this interface, and neither visual detection nor GPIO is required. The exception to this is if TS3 is used to trigger the pinspotter, when Ball Detect inputs and cycle output relays are required.

There are two functions that are not available with GPIO modules, and require the **MI-X** (MI extender) device. This device provides –

- Pinfall data for fast cycles on AMF 82-70s with MP expanders
- Ball Speed detection from suitable ball detectors (see TS MIU)

The **MI-X2** device adds all 4 inputs per lane as for GPIO, but has no output relays.

IP Camera URL. This is the URL of the camera video stream. Currently, only MJPEG streams over HTTP are supported, and the URL must be of the form –

http://{*username*:*password*@}address{:*port*}/command

Fields enclosed in {} are optional. The default username and password is blank. The default HTTP port (80) is used if the port is not specified.

For examples:

http://admin:admin@192.168.0.1:80/video.cgi
http://192.168.0.1/video.cgi

Note that this URL is used to access the camera from the TS3 computer only, and the camera is usually on a dedicated network adapter and subnet. Therefore this URL may NOT be valid for viewing the stream directly from elsewhere on the network, for example from Touch Desk. However the

Camera Setup screen can retrieve images from the TS3 computer as usual, even though the stream cannot be accessed directly.

Reset stream periodically. For cameras with MJPEG streams than cannot run indefinitely, or that introduce lag when run for long periods, then select this option so that TS3 regularly resets the stream. This will only take place when neither lane is in a scoring cycle to prevent disruptions. Regardless of this setting, the stream is reset if a new frame fails to arrive at least once each second.

Use AMF Camera rather than IP Camera

Select this option when an AMF Accucam is connected to a com port on TS3. This camera supports only pin counting and does not support the visual detection of machine states. Therefore GPIO modules must always be used in this configuration. The camera should be configured as for Accuscore Plus.

Wide Angle Lens Fitted. Select this option if the pin image is too small due to a wide angle lens. The image will be zoomed by a factor of 2.

Input Selection.

Select the source for each of the 4 inputs from the pinspotter as shown. The options are –

None - This input is not used.
Camera – The camera is used to detect this input. See the Machine Tab.
Wired GPIO/Q – This input is wired to a GPIO (general purpose I/O) module or a Qubica Six Box..
Wired MI-X – This input is wired to an **MI-X** or **MI-X2**.

Note that setting the start signal to NONE may limit some functions that rely on being able to detect the position of the machine. For example, auto cycling after completion of current cycle may not work correctly.

Ball speed measurements are only available when the ball detector is connected to the **MI-X** or **X2**

The **MI-X** or **X2** is also required for intelligent fast cycles on 8270 pinspotters.

If the pinspotter type is set to 90XL, then the **Start**, **2nd Ball** and **Foul** inputs are derived from the pinspotter via a serial connection, and the settings here are ignored.

The **Ball Detector** and **RPO In** share the 4th wired input on the GPIO module, and an input on the **MI-X**, and therefore cannot be used together on the one device. Generally both are not required.

If a ball detector is connected, then the MI can automatically determine if the current cycle is a scoring cycle or not, by noting whether a ball has passed.

Without a ball detector, it is necessary to connect this input to any external cycle switches that are intended to initiate an RPO or non scoring cycle. Even when TS3 is not initiating the cycle (no relays connected) this input is still necessary to prevent a score being recorded on that cycle.

Also, only two of **FOUL, 44/144,** and **Ball Detector/RPO** can be connected to the GPIO due to limited inputs. If an MI-X is not in use, then the **Foul** can be detected visually, and the two available inputs used for **44/144** and **ball detect**.

GPIO Relay Module is connected. Select this option to enable relay outputs (pinspotter on/off/cycle etc) on a GPIO relay module. Make sure this is NOT ticked if the output module is not fitted, as attempts to communicate with the missing module may delay the reading of inputs as both devices share the same communications port.

GPIO Pinfall Module is connected. Select this option if a Pinfall output module is connected to the comport. As for the GPIO Relay Module above, selecting this option when this module is NOT connected may cause the reading of inputs to be delayed.

GPIO Ball Speed Detector. Select this option if a Ball Speed device is connected to the com port. As for the GPIO Relay Module above, selecting this option when this device is NOT connected may cause the reading of inputs to be delayed.

MI-X is connected. Select this option if an MI-X or **X2** device is connected. As for the GPIO Relay Module above, selecting this option when an MI-X is NOT connected may cause the reading of inputs to be delayed.

Qubica Six Box is connected. Selecting this option will output power and cycle relay signals to a six box. Enable the GPIO/Q option for ball 2 and foul signals to be read from the six box.

ModBus

These settings apply only when using ModBus RTU communication protocol for external devices.

Modbus GPIO shares a single address. Normally the output module is at address 1 and the input module is address 2. However, if using a combined input/output module then set the module to address 1 and enable this option.

Relays start at address #17. Typical relay modules will number their relays from 1-8. However, an Adam 4068/9 in Modbus mode assigns its relays to numbers 17-24. Enable this option when using Adam 4068/9 in Modbus mode.

8.1.4.4. Files Tab

The Files Tab controls the downloading of various files to the scoring system. These files may be used for graphics, fonts, animations or programs. There are 3 versions of this Tab, one for TS2 scoring, one for XL and Boss scoring and one for Frameworx scoring.

There is no tab for **TS3**, as all files in the Touch Score folder are automatically copied to the lane computers.

8.1.4.4.1. TS2 Files

This screen controls the downloading of graphics and font files to the lanes. Files must be sent to the lanes before they can be used. To use a file for a specific purpose, see Lanes ▸ Lane Information Screen ▸ Graphics Tab.

Enable management of Lane Files. If this box is clicked, Touch Desk will control the downloading of files as below. If it is not clicked, all downloading will stop, except for updates to TS2 firmware. As downloading of files can be quite slow on some systems, it is sometimes desirable to turn it off if the centre is busy.

Delete files not in the list from the lanes. If this box is ticked, any files currently stored at the lanes which are not in the list will be deleted from the

lanes. If it is not ticked, files in this list will be added to any already at the lanes.

Status will show which files, if any, are presently being downloaded and to which lanes. The following messages may appear:

Sending File List. The list is being sent to the lanes.

Processing. The list is being processed to see which files, if any, are to be downloaded

Sending A file is currently being sent. A file may take several minutes to be sent to all the lanes, depending upon the communication system being used and the size of the file.

Load Default File List will load the list of files as contained in the basic graphics package supplied with TS2.

File Name is the name of the file. If the extension is **.GIF** it should be omitted.

Browse. Use this button to browse for files. All files to be sent to the lane must be in the Touch Score Graphics folder, which is *c:\touch score\TS2* on the computer where the Lane Server has been installed. If you select a file that is not it this folder, it will be copied to this folder.

Transparent. If this box is ticked, the background of the file will be transparent, allowing the score grid to be partially visible. This setting does not apply to some file types.

Temporary File. If this box is ticked, the file is stored at the lanes in temporary memory and will be lost if the power is lost. If it is not ticked, the file is stored permanently.

Insert Name. If this box is ticked, the name of the current player will be inserted into the graphic.

Loaded at Lanes will show a tick if this file is already at the lanes, or a cross if it is not.

8.1.4.4.2. XL and Boss Files

This screen is used to interchange files between the scoring chassis and the Boss/XL folder on the Lane Server computer.

View XL/Boss Folder will open the Boss/XL folder in Explorer.

There are 5 file groups of files that can be copied to and from the scoring system. These groups are –

- **Logo**. These files are displayed when Display ▸ Main Screen Type is set to Logo.
- **Video Merchandising Groups 1 through 6 (or 3 for XL)**. Each of these files groups can be displayed using the Display ▸ Merchandising option.
- **Program Files.** These are the scoring program files that are executed at the lanes, and should only ever be reloaded during an update, or if the scorer has experienced a severe problem.

The **Logo** and **Video Merchandising** groups consist of files named 01.BMP (or FLC), 02.BMP (or FLC) etc. When the group is displayed, the scorer will cycle through the available files. BMP files are single pictures in the Windows bitmap format. FLC files are animations. Only files with these names, and in order starting at 0 will be uploaded to the chassis.

Logo files will be copied to or from the **LOGO** sub folder.

Video Merchandising files are copied to or from the **MERCH1** (or **MERCH2** or **MERCH3…**) sub folder.

Program files are copied from the lanes to the **XLBACKUP** sub folder or from the **XLUPDATE** sub folder to the lanes.

Note that all these folders are in the XL/Boss folder on the **Lane Server** computer, and that any files already in these folders may be overwritten. Ensure that suitable backups are kept elsewhere before getting new files from the lanes.

Likewise, when sending files to the lanes, make sure that a backup has been retrieved from the lanes and stored elsewhere first.

Be especially cautious when sending program files to the lanes. Corrupt or bad files might render the lane un-usable. It will then be necessary to reload the lane's software directly from floppy or tape drive.

To send a file group to the lanes, simply select the file group and click **Send**. The files will be sent to all the selected lanes, but the selected lanes must be in a single continuous block.

To get a file group from a lane pair, simply select the file group and click **Get**. Only a single lane pair can be selected for the **Get** function.

The status bar will show the progress of the current operation. New operations can only be commenced once the previous operation is complete. Status can be one of –

- **Idle –** previous operation completed successfully**.**
- **File Exchange in Progress**
- **Error** – One or more lanes encountered an error.

Use the **STOP** button to cancel an operation in progress**.**

If an error occurs almost instantly whenever any file transfer is attempted, or the chassis reboots, then the IP address configuration may be wrong. See Admin ▸ Lane Server ▸ Configure for more information.

8.1.4.4.3. Frameworx Files

This screen is used to interchange files, including command files, between the scoring chassis and the Frameworx folder on the Lane Server computer.

This screen has 2 sections. The left hand side of the screen is used to copy files to and from the Frameworx scorers. Files can only be copied in predefined ways as described in a command file. The right hand side is used to setup Slide Shows.

Status will show either

- **Idle** – Ready to accept commands
- **Sending Command** – Sending current command.

- **Processing** – Processing previous command. More commands can be entered at this time. Some commands may not notify Touch Desk of their completion and remain showing "Processing".
- **Error** – An error was encountered.

Install Software. This function will install new software on the lane computers. The new install package, consisting of the files to be installed, along with the **INSTALL** command file must be present in the Frameworx folder on the Lane Server computer. These files are NOT included with Touch Desk.

Send New Maintenance Password. A new maintenance password can be sent to the lanes. Touch Desk will automatically create the necessary files in the Frameworx folder. **CAUTION**: The scorers will automatically reboot after this command, and all scores on the lane will be lost!

Send Custom Command File. Enter the name of any other command file that you wish to run here. Command files (or scripts) are typically used to configure different types of Frameworx, such as Touchworx, or Uniworx, and to enable LCDs. These scripts are not provided with Touch Desk, but are part of the scoring system software.

Note that the Clear Scorer Memory (Cold Start) button also creates and runs command files in the Frameworx folder as needed.

When files are copied from the lanes to Touch Desk, they are stored in a subfolder of the Frameworx folder named **LANEX** where X is the lane number.

Note that on a Brunswick Command Network, command files are stored in **/u/css/lan/scn/files.** On Brunswick Centre Master program files are in **C:\CM2\SERVER\SCRIPTS** or similar, and graphics files are in **C:\CM2\SERVER\GRAPHICS.**

Slide Shows. A Slide Show is a collection of up to 5 images that can be displayed in sequence. Once the slide show has been configured, it can be saved under a meaningful name. To display a slide show see Lanes ▸ Graphics ▸ Start Slide Show or Lanes ▸ Display ▸ Auto Advertising.

Note that only Frameworx software Version 6 or later can display a slide show with more than one image. Earlier versions can display a single image only!

- **To retrieve an existing Slide Show**, select a Slide Show from the drop down box.

- **To edit an existing Slide Show**, select the Slide Show to edit, make the desired changes and then click **Save.**

- **To create a new Slide Show**, select an existing show that is similar to the one to be created, make changes as needed and then click **New**. Enter a new name when prompted.

- **To delete an existing Slide Show,** select the show then click **Delete**.

- **Send as Auto Advertising** is used to send a slide show to the lanes to be used whenever the Auto Advertising function is enabled. Typically this is only enabled for Check Out styles, so that whenever a lane is checked out this slide show will commence.

Note that the **Send as Auto Advertising** function will only apply to the lanes that have been selected, whereas all saved slide shows are the same for all lanes.

The fields in each slide show are –

- **File** – is the name of the file to be displayed. Files must have a .**SLD** extension and the extension must be included. Maximum length of the filename with extension is 12 characters. The files must be in the Frameworx folder on the lane server computer.
- **Time** – is the time in seconds to display. Enter 0 to display forever.
- **Iterations** – is the number of times the show will repeat. Enter 0 to repeat forever.
- **Upper Screen** – enables display on the upper monitor.
- **Lower Screen** – enables display on the lower monitor.

Note that sending lots of different slides to the lanes can impact on network performance as Frameworx scorers request a new copy of the file from the Lane Server every time a slide show is started.

8.1.4.5. Info Tab

This screen shows the following information for each lane.

Online shows if the lane is currently communicating with the front desk.

Comms Events is the number of communication events since the lane was last checked in. Communication events occur when the expected reply from the lanes is not received. This does not cause errors, because Touch Desk simply tries the command again.

Comms Errors shows the number of communication errors since the lane was checked in. Errors are more serious than events, as it indicates that the lane still failed even after a number of retries. Large numbers of errors may indicate a faulty cable, scorer or SIU.

MI Details

- For TS2, this is the serial number of the TS2.
- For TS3 with an A.K.Microsystems MI unit, this is both the serial number and version of the MI.
- For TS3 with an XL MIU, this is the version of software for the MIU and the Camera.

Version is the version of the firmware or software running at the lane computer.

For TS2, this should show the same as the TS2 Update version, as new update files (TS.BIN) are automatically sent to the lanes. Note that it may take a few minutes to update the lanes, depending upon the type of installation. See the Files Tab to monitor progress of the update.

MPA/IRC Version. Depending upon the configuration, this is either –

- The version of the firmware in the Touch Score Multiport Adapter (MPA)

or

- The version of the firmware in the Infra Red TV controllers. This should be the same as shown for IRC Update.

The following additional system information is also shown:

TS2 Update. This is the version of the Touch Score firmware contained within the Lane Server. All TS2 lane computers should automatically update to this version.

IRC Update. This is the version of the IRC.BIN firmware file for the Infra Red TV controllers that is contained in the Lane Server. All controllers should update to this version automatically.

The **Start/Stop Lane Server** and **View Log buttons** are identical to those provided in Admin ▸ Operating Mode & Servers ▸ Lane Server Setup.

LIU Events. This shows the number of communication events between the Touch Desk and the LIU or Pinspotter Controller. A large number indicates an problems with either the SIU, LIU or cabling.

USB Restarts is the number of times the USB connection to the SIU has been restarted. It is normal for the connection to restart several times.

License Status will show **OK** if the correct License Code has been entered. If the License Code is incorrect, a message will appear here, and the Lane Server may have only function for a limited time. See Admin ▸ Operating Mode & Servers ▸ Lane Server Setup.

8.1.4.6. Assign Lanes Tab

This tab is used to assign lane numbers to each TS3 computer.

The list will show all current TS3 computers by their assigned lane numbers.

To change a computer to a different lane, enter a new lane number then click **Apply**. Wait a few seconds for the command to take effect, then click **Refresh List** to update the list on the screen.

Show current lane numbers at lane will cause the lane number of each lane to be displayed in large text at the lanes. Only the lanes selected will be affected, so this command can still be used when reassigning some lanes without disrupting bowling on other lanes.

Make sure the lanes to be reassigned are off, as no data is transferred when a lane is reassigned.

8.1.4.7. TV Channels Tab

This tab is used to set the valid TV channels that will available for the bowlers to select at the bowlers console.

Name is used to identify the channel and will be displayed at the bowler's console. If the name is left blank, then the channel number will be displayed.

For system using an IR controlled TV, **Name** can also be one of the custom channel names as setup in the **IR Controller Setup** program. In this case, it is not necessary to enter a channel number or minor channel number.

Channel is the channel number.

Minor Channel is the minor or secondary channel number for ATSC digital systems. If left blank, an analog channel will be selected.

8.1.4.8. Chat Tab

The Chat Tab is used to setup predefined messages that the bowlers can use in chat with the front desk.

Enter each message in the list provided. Drag and drop to reorder.

Messages are the same across all lanes and bowling styles.

See also Lanes►Chat.

8.1.5. Setup Styles

Styles are used to simplify the setting up of a lane. All the lane settings such as colours, messages and options can be saved as a bowling style. When a lane is checked-in, it is only necessary to select the correct bowling style and all the options will be set.

For example, different styles can be used for prepaid bowling, league bowling, junior and senior leagues. Each style can have different colours, messages, exciters and options. A Birthday Party style could include a happy birthday message etc.

Click the **Styles** button to setup styles. It is not necessary to select a lane first, as styles can be applied to any lane.

The **Styles** screen will display a list of existing styles.

- **To create new style**, click on a style that is similar to the one to be created then click **New**. Enter the name of the new style in the **Name** field.

- **To edit an existing style**, click on the style then click **Edit,** or just double click on the style. To rename the style, enter the new name in the **Name** field.

- **To delete a style,** click on the style then click **Delete.**

- **To edit or delete more than one style at once,** use the **Ctrl** and **Shift** keys with the mouse to select multiple styles then click **Edit** or **Delete**. This technique can be very useful for applying changes to all styles at once.

See the Lane Information Screen above for more information on the lane settings available in styles.

The **Setup Style Buttons** button on the **Styles** screen performs two functions:

It allows the most commonly used styles to be placed on one of the 8 style buttons in the **Main Tab** of the **Lane Information Screen.** Styles that are not placed on buttons are still available via a drop down list.

It also allows a default style to be selected for *Check In Single, Check In Pairs, and Check Out*. There is also a default style that will be used when a new CDE league customer is created. See Customers ▸ CDE Tab.

The default for *Check In Single, Check In Pairs, and Check Out* styles can be automatically changed in accordance with a daily or weekly schedule. Use the **Schedule** button to set this up. When a scheduled change occurs, any lanes already checked-out will also be set to the new check-out style.

While many options do not apply to a lane that is checked-out, the Check-Out style can be used to show a message, or an image, or to switch the monitors to TV.

Note that if both TS2/TS3 and non TS2/TS3 (or legacy) scoring is connected; options that apply to ***either*** type of scoring will appear in the styles screen. Some of these options may not apply to ***both*** types.

8.1.6. Themes

A Theme is a means of integrating lane settings for colour, appearance, lighting, sound and graphics into a single entity. It is available with Touch Score 3 only.

A theme can be applied to a lane as a whole or to each bowler individually. If the center uses tablets, then each bowler can choose their own theme at the tablet.

Once a theme is applied, it will override the usual lane settings for colour, lighting etc.

When each bowler has a different theme, their theme will be applied when they are up to bowl, changing the appearance of the lane. This change will have the most impact if the lighting is controlled as well as the screens. A sound file can also be played as the new theme is displayed.

When bowlers are allowed to choose their own theme, they choose from the themes that are included in the current theme pack. The current theme pack is a setting just like any other lane setting and can be included in a style. For example, a bowling style designed for kids might specify the "kids theme pack", which would include only those themes most suitable for kids.

For selecting the current theme pack, or choosing a theme for a bowler or lane, see Lanes ▸ Modify ▸ Theme Tab

To create a Theme Pack, go to Lanes ▸ Themes, and then click **New**.

A list of existing **Themes** is displayed on the left, and a list of **Themes** in this pack is displayed at the right. Use the **Add** or **Remove** buttons, or drag and drop, to add or remove themes to and from this pack.

Use the **New** button on this screen to create a new theme. The settings for each theme are –

- **Name** – a user friendly name that the bowlers will see when they choose a theme.

- **Icon** - this is the image file or icon that will be displayed for the theme when the bowler is choosing a theme. It will only be displayed on the console as an icon approximately 300 pixels wide with a 16:9 aspect ratio, so a high resolution image is not required. It should give a visual indication as to how the Theme itself will appear on the lane. Click the **Browse** button to choose an image.
- **Colour Scheme** – select a pre defined colour scheme for each of the 3 games. Note that the lane's prepaid warning colour scheme will still take precedence when needed.
- **Graphics Folder** – select the graphics folder for each game, or leave blank to use the default.

Once a theme has been created, it can be added to one or more theme packs.

A sound file can be played whenever the theme changes to a new bowler's theme (ie when a bowler is up to bowl). The file to be played should have the same name as the theme's wallpaper file, but with a "**.wav"** extension. It should be located with the wallpaper in the **c:\Touch Score\wallpaper** sub folder, or within a wallpaper subfolder of the current graphics folder.

Exporting a Theme. A theme can be exported to a folder. The folder will then contain all the files that are used by the theme, as well as a text description file that contains other settings such as colour and fonts. This folder can then be imported at another center.

To export a theme, select the theme (or themes) to be exported, click **Export**, then choose a folder, preferably an empty one, to store the theme.

Importing a Theme. Themes created by others and then exported can be imported into this Touch Desk.

To import a theme, click **Import**, then choose the **".txt"** file that describes the theme, as generated when it was exported.

Note that themes are a collection of colour schemes, image files and folders. These are stored in shared areas so as to be available for use outside the theme. If any of these objects already exist on the current system, a prompt will appear allowing the following choices -

Overwrite – the existing object is overwritten with the new. Any other themes or bowling styles using this object will also now use the new object.

Use Existing – the object will be used in its existing form.

Rename – the copied object is renamed, and the theme will use this new renamed object. The original object is unchanged. For example if the theme uses a colour scheme **"Blue on Red"**, then it will create a new scheme named **"*Theme Name* Blue on Red"** where ***Theme Name*** is the actual name of the theme**.** The theme will use this new copy version, but the original scheme and any other themes using the original scheme are unaffected.

Cancel – the import process is cancelled. Any objects already copied or created are **NOT** removed.

8.1.7. Lighting

See Lighting for an overview on how the lighting system functions.

This screen can be used to select a Lighting Scheme that will be displayed on all lanes. A different scheme can be specified for checked-out lanes, checked-in lanes with the pinspotters on, and checked-in lanes with the pinspotters off. This scheme can over-ride some or all of the lane settings for background lighting.

This screen also provides access to the Lighting Setup and Lighting Scheme Setup and Lighting Schedule screens.

8.1.7.1. Lighting Setup

The settings on this screen control how the light fixtures are addressed by the control system. Incorrect settings may result in the wrong lights being activated, or the wrong colours being displayed, or no lights being shown at all. An understanding of DMX lighting is required to setup the lighting.

The addressing system is very flexible and therefore quite complex. This is necessary to ensure it has the best chance of being able to match existing installations. If the existing addressing scheme cannot be matched, then the address of the light fixtures must be changed, and any centralised light controller already in use will then need to be reprogrammed.

For new installations, the default addressing can be used. See Load Defaults.

When configuring the lighting the following must be considered –

- Touch Score can be fitted with 1 or 2 controllers (Primary and Secondary).
- For best results, each controller has 2 DMX outputs, one for each lane of the pair. However 1 or 2 single port controllers are supported with the following restrictions –
    - Cannot merge lane display with whole of house display
    - Limits address range available to 512 for the pair.
- Each DMX output is limited to 1 universe of 512 addresses. If there are more than 512 addresses required per lane, or if the existing addressing

scheme requires the lights to be in different universes, then a secondary controller is required.
- With dual ports, each DMX output can only drive output for one lane. This is to ensure that central lighting shows on one lane are not interrupted when the adjacent lane is in use.
- Some lighting may not be suitable for lane by lane control. For example, if the overhead lights run across multiple lanes rather than down the length of one lane.
- Only lighting that is to be controlled by Touch Score should be connected to the controller, even though other lights in the center may be in the same universe.

For each lane, the lights are divided into four groups. A static colour for each group can be set independently within Touch Score. To control individual lights within the group, or to create chasers and other movement, a light show file must be created.

Four areas are defined as –

- **Pin Deck** – lights illuminating the pins
- **Overhead** – lights illuminating the whole lane from overhead
- **Capping** – lights along the length of the capping
- **Other** – any other lighting.

For each area the following parameters must be set –

- **Controller**. Primary or Secondary. Touch Score supports up to 2 dual controllers per pair, thereby giving up to two universes per lane. If only one controller is present, use only the Primary setting. For controllers with only one output port select the **2xSingle Port** option and fit two to each lane pair.
- **Start Address** – the first DMX address used by this group of lights. Valid addresses range from 1 to 512. Areas that are not used should have both start and end address set to 0. Addresses should run from left to right or from pin deck to concourse. i.e. lower address at left for pin deck, and at pin end of lane for overheads and capping.
- **End Address** – the last address used by this group.
- **Lane Increment** – if checked, the address shown will increment by the size of the address range for every lane. For example, if start=1 and end =30, then lane 2 will start at 31 and end at 60, etc. In this case the universe would normally be set to not change for each lane. However, the universe

will automatically increase if the address range no longer fits within the 512 limit. In the example above, lane 17 would finish at address 510. Lane 18 would start at 1, but the universe will automatically increase by 1.
If not ticked, then the address of this area is the same for every lane, although the universe may vary. If using lane increment for more than one area on one controller, then set ranges that contain the same lanes per universe, or address conflicts may result. For example, pins 0-30, overhead 251-280 results in 8 lanes per universe.

When using single port controllers, the lane increment resets every pair. So in the above example, every odd lane will start at 1, and every even lane at 31. The universe is not relevant with single port controllers.

- **Share by Lane**. Use this option when a lighting group is shared between adjacent lanes of a pair. For example, a LED strip running down the central capping. The strip should be connected to the EVEN lane controller. See the notes on sharing below.
- **Share by Pair**. Use this setting when a lighting group is shared between adjacent lane pairs. For example, a LED strip down the narrow capping between pairs. Connect the strip to the ODD lane controller of the pair to the right of the shared strip. See the notes on sharing below.
- **Encode Mode** – the encoding of colours into DMX channels. Usually this will be RGB, meaning the first channel is RED, the second GREEN and the third BLUE.

The RGB 80% mode will limit the total output power to 80% of total. Thus full white (R,G & B all at maximum brightness) is not permitted and will be reduced. This may be required by some fixtures.

Areas can overlap within the same universe, and will take precedence in the order shown on this screen. For example, if **Pins** are 31-60, and **Other** is 1-90, then -

1-30 will display **Other** colour
31-60 will display the **Pin** colour
61-90 will display **Other** colour
91-512 will be off.

The **Primary** and **Secondary** (if fitted) controllers can be set to any universe number, and can change with the lane number. If a centralised controller is

present, then it is important that the universes are set correctly so that the central controller can address each lane's lighting fixtures correctly. If no central controller is present, then each lane can simply use the same universe (say 1).

Set the universe number for both **Primary** and **Secondary** controllers, and the amount that this should increment for each lane, lane pair, or lane of pair.

Examples –

1+ 1 per **lane**: Lane 1= universe 1, 2=2, 3=3, 4=4 etc
1+ 1 per **pair**: Lane 1= universe 1, 2=1, 3=2, 4=2 etc
1+ 1 per **lane of pair**: Lane 1= universe 1, 2=2, 3=1, 4=2, 5=1, 6=2

The **lane** setting is usually used and allows each lane to be addressed individually.
The **lane pair** setting is useful for lights that are shared between two lanes (such as on the capping).
The **lane of pair** setting is used when all lane pairs are addressed the same, but lanes within a pair are separate.

Note that all the lights on each lane are ideally independently controlled by that lane. However the lane and lane pair **sharing** options are provided as a low cost alternative, allowing fewer lights to be installed, and for control of those lights to be shared between lanes or even lane pairs. There are some disadvantages to this solution –

- When both lanes of a shared lighting group are in use, the lights display a combination of the output from the two lanes.
- When an inactive lane needs to output lighting data due to its connected lights being used by an adjacent lane, then ALL lights on that lane will be disconnect from any background light show being generated by a central controller.
- When sharing across two lane pairs, the lighting data needs to be transmitted over the network between the scoring computers. This may result in some minor synchronisation delays.

The only alternatives are to install more lights so each lane is truly independent, or, in the case of network synchronization delays, install DMX merging hardware to merge the signals from the two pairs in to one.

The **Camera Flash** colour determines the colour of the pin lighting when a "flash" occurs immediately prior to the pin camera viewing the pins. This will usually be set to close to white but may be varied if desired. See Camera Flash

Load Defaults will the load the default lighting setup as follows.

Pin Deck	Primary	501-512	RGB 80%
Overhead	Primary	301-500	RGBWUV
Capping	Primary	1-300	RGB Shared by Pair
Other	Primary	0-0 (not used)	RGB

All lane increments are set to No.

The Primary Controller Universe is 1+1 per lane.

Only one controller is required.

The overhead setting allows for 4 fixtures of 10 nodes of RGBUV. e.g. Versalamp.

The capping is restricted to 100 nodes of RGB to reduce the requirement for another controller. Often the capping lighting will have a DMX adapter with a multiplier setting. This can be used to expand the 100 nodes to drive the entire strip. The capping has also been set at address 1 in case the adapter does not support the setting of a start address.

If more nodes are required for the capping, then a second controller is required allowing an entire universe for the capping.

Address Report. A report showing the calculated addresses for each lane can be produced.

A **Universe Conflict** error will be shown on any controller ports where the different lighting areas require a different universe due to lane increment settings. Each controller port can only ever be assigned to one universe.

Overlapping addresses are not flagged.

8.1.7.2. Modify Lighting Schemes

This screen is used to setup lighting schemes which can be applied to all lanes, overriding any lane settings for background lighting.

A list of existing **Lighting Schemes** is displayed.

The settings for each **Lighting Scheme** are –

Name – a user friendly name for the scheme.

For each lighting area the following settings apply –

Override Lane – override the lane background in this area. For example, the lighting scheme may set the overhead lighting, yet allow the lane background settings to control the pin colours.
Colour – the colour to use when overriding.
Allow Graphics – allow graphics (exciters) to change the lighting in this area. For example, the scheme may control the overhead lighting, overriding the lane background, yet still allow graphics to control the overheads when they are triggered.

Camera Flash – Since the pin colours can be changed by these schemes, it may be necessary to enable the camera flash function. Note that this setting only applies if the Pin Deck area is enabled in this scheme.

8.1.7.3. Lighting Schedule

This screen is used to schedule automatic changes to the current lighting scheme.

Up to 20 changes can be scheduled. Select a day of the week and time, and then the changes to be made to each of the lighting schemes (Checked Out, IN with no pins, IN with pins).

8.1.7.4. Light Show Creator

The Light Show Creator is a separate program for creating and modifying light show files. These files can then be used for exciters or as background lighting. See the help file within the program for more details.

8.2. Intercom

The Intercom button will bring up the Intercom screen, allowing the user to talk to the bowlers on a lane.

The Intercom screen is also available by clicking on the symbol that will appear on a lane whenever a bowler pushes their **CALL** button.

Once the Intercom screen is closed, the connection to the lane is closed. However the Intercom screen can be left open and will float on top of Touch Desk, so that Touch Desk can still be used while talking to the bowler.

To talk to a lane, simply enter the lane number and click **CALL**.

Once the conversation is over, click **Hang-Up** to disconnect then select another lane, or just click **Close** if finished with all the lanes.

The Intercom screen will also display a list of all lanes that have pressed their **CALL** button. The list is in the order that the calls were received by Touch Desk. Double click on a lane in the list to connect.

Touch Desk will also play a ringing sound while there are calls waiting.

The Intercom is only available with Brunswick AS series, Frameworx or Touch Score scoring.

8.3. Chat

Chat is a text-based chat system between the bowler's console on a Touch Score system and Touch Desk.

See Lanes►Setup►Chat to enable it. The Chat Tab is used to setup predefined messages available for the bowlers to use.

Chat is only available with lower touch consoles on Touch Score.

The Chat screen will show all chats from all lanes at the top of the screen. Un-read chats are in RED, read chats in BLUE.

Click on any chat to bring up the whole conversation for that lane in the lower window or enter a lane number. Chats from the desk in this window are displayed in black.

The Chat symbol will appear on the lane icon in the Touch Desk lane screen for any lane that has an un-read chat. Click on the chat symbol to bring up the conversation for that lane.

A sound will also play whenever there are un-read chats. See Admin►Terminals►Lane Chat Alarm

Chats are automatically marked as read when the lane is viewed in the lower windows. Only new chats that arrive after the lane has been selected will be considered unread. To change these to read, use the “Mark all from this lane as read” button, or reply to the message.

The Chat window is resizable, floating and can be left permanently displayed. For example, side by side with Touch Desk.

8.4. Lockers

The Lockers screen is used to track the rental of lockers to customers.

To setup lockers, see Admin ▸ System Setup ▸ Lockers Tab.

To enable access to the lockers screen for each sale area, see Admin ▸ Setup Areas ▸ Lockers Tab.

To setup items for sale that can be used for locker rentals or deposits, see Admin ▸ Setup Items ▸ Lockers.

An important consideration when setting up the locker system, is to decide whether users will be allowed to enter the due date themselves, or whether the due date is to be strictly controlled by the locker rental items that are sold.

To allow users to set the due date, set Admin ▸ System Setup ▸ Modify Due Date to a suitably low level, and set all Locker Items to No Change.

To enforce strict control of the due date, set Admin ▸ System Setup ▸ Modify Due Date to a high level or no-one, and setup the locker rental items to accurately record the rental period.

8.4.1. Locker Screen

The Locker screen displays a list of lockers. Lockers are arranged numerically in banks. For example, there could be lockers A1-A100, and B1-B50.

The status of each locker determines the colour of the locker entry, and is one of the following –

- **Free** (Green) – The locker is not currently rented and is available for rent.
- **Active** (Blue) – The locker has been rented by a customer.
- **Near Due** (Yellow) - The due date for expiry of the rental is near.
- **Due** (Orange) – The due date has arrived.
- **Over Due** (Red) - The due date has passed by a number of days.
- **Not Available** (Purple) – The locker is free, but is not available for rent. For example it may be damaged.

Due is the due date that the locker rental expires.

Sent indicates whether a reminder notice has been printed for this locker for the case of near-due, due or over-due lockers.

The **Show** buttons allow for the display of lockers with a given status only.

The sort arrows on the title bars at the top of the screen allow the lockers to be sorted by any column, up or down. For example, click the **Due** title bar to sort by due date. Click again to sort in the opposite direction.

The **CTRL** and **ALT** keys can be used to select multiple lockers in the normal Windows way. The **Select ALL** button selects all displayed lockers.

The **Modify** button is used to modify a locker, including assigning a customer to the locker, removing a customer from the locker, changing the due date and marking a locker as unavailable. You can modify multiple lockers by selecting multiple rows first, but you cannot modify both assigned (Active, Near-Due, Due or Over-Due) and unassigned (Free or Not Available) at the same time.

The **Locker Modify** screen also shows a history of all locker items that have been sold to the current locker customer, and any sales associated with this locker for any customer.

If the customer owes any money, it will be shown in the paid window on the **Locker Modify** screen adjacent the Status. Note that this is simply the customer's current cash balance, and the lack of it does not imply they have paid for any locker rental for this locker.

Move is used to move a customer from one locker to another. It can also be used to move blocks of lockers by selecting multiple lockers then clicking **Move**. The locker that the customer is being moved to must be free.

The number displayed on the locker button as below designates the number of lockers that are either Due or Near-Due and have not had their reminder notices printed, or are Over-Due (regardless of reminder).

8.4.2. Locker Tasks

Rent out a Locker

Renting out a locker involves assigning a customer to the locker, selling the necessary rental or key deposit items, and updating the due date on the locker.

To assign a customer to a locker, click on a free locker then click **Modify**, or just double click a free locker. The **Locker Modify** screen will appear.

The usual customer selection keys are available to choose a customer for the locker. However, as a rental sale is normally made at this time, just click **New Sale**. Select or create a new customer as usual, then sell the locker items as required. This may include a key deposit, and a rental period.

If the rental items have been setup to automatically adjust the due date, then nothing more is required. If the due date has not been adjusted by this sale, then the locker screen will reappear once the sale is complete. Adjust the due date as required using the short cut buttons provided, or enter it manually, then click OK.

Make additional rental sales.

To take an additional rental payment, thereby extending the due date, click on the locker then **Modify**, or just double click the locker.

Click **New Sale**, and sell the rental items.

If the rental items have been setup to automatically adjust the due date, then nothing more is required. If the due date has not been adjusted by this sale, then the locker screen will reappear once the sale is complete. Adjust the due date using the short cut buttons provided, or enter it manually, then click OK.

Note that all sales of locker items must be made using the **New Sale** button on the **Locker Modify** screen. This ensures that they are associated with the correct locker, and that any adjustments to the due date are made correctly.

End the rental

Usually the locker key would need to be returned and the deposit refunded before freeing the locker. Use the **New Sale** key to refund the deposit as usual.

Then to return the locker to **Free** status, simply remove the customer from the locker. **Modify** the locker and click **Remove Customer from Locker** or just set the customer drop down to **None**.

Customers can only be removed when the locker is Near-Due, Due, or Over-Due, unless the user's rights are higher than that set in Admin ▸ System Setup ▸ Modify Due Date

8.4.3. Locker Printing

The locker print button can be used to print locker reminder notices, or a list of the lockers.

To set up the text for the reminder notices, and which notices are enabled, see Admin ▸ System Setup ▸ Lockers Tab. If the system has been setup to send an email or SMS reminder, then only those lockers without a valid email or SMS address will be printed.

The print functions provided are –

Print all reminders. This will print all reminders for all lockers that have not yet been printed (**Sent** = **No**). Once printed, **Sent** will be changed to **Yes.** When the locker status changes again, for example from **due** to **overdue**, then **Sent** is reset to **No** and the next reminder can be printed.

Re-print selected reminders. This will print reminders only for those lockers that have been selected, and will print regardless of the setting of the **Sent** field. This function is useful for reprinting lost or damaged reminders, or when there has been a problem with the printer.

Print displayed locker list. This function will print a list of lockers as they are currently displayed. Therefore the **Show** buttons and the sort headers can be used to determine which lockers are printed and the order in which they are printed.

Print selected locker list. This button will prints a list of the currently selected lockers, in the order they appear on screen.

8.5. Tables

Each area can contain “tables”, and customers can be assigned to these tables. The generic term “table” is used, although it may be used for a wide variety of things. See Admin ▸ Setup Areas ▸ Tables to setup tables for an area.

Some examples of “tables” are restaurant tables, pool tables, tennis courts, etc. Basically anything that a customer can be assigned to, or that a customer can occupy for a limited time is regarded as a “table”.

For some areas, Tables can be just a convenient place to park customers with tabs, so that it is easy to see at a glance which customers in this area owe money.

Optional hardware allows Touch Desk to control the power to the table.

The **Tables** screen functions in a similar way to the **Lanes** screen.

Each table is represented by an icon as below:

- A bright table indicates that the table power is on, a dark table means it is off. For unpowered tables, a bright table simply indicates the table is checked in. When the tables are displayed in Map Layout, the table number is used to indicate power, as the basic table picture is not shown.

- **34** is the table number. This will be Yellow for a checked in table, or greyed out for other tables. When the tables are displayed in Map Layout, a RED table number indicates a checked in table that does NOT have power, or whose control hardware is offline

- **3** is the number of people assigned to the table.

- **John** is the main customer.

- **10:19** is the time the table was checked in

- **$15.00** is the amount owed by the entire tabling, including John and any others assigned to this table. The customer name and the amount owing will flash in orange if any money is owing.

- **0:08** is the elapsed time since the table was checked in.

  For tables that are hired by time, this will show either –
  - **The time remaining in green**
  - **The time overdue in red.**
  - **When the time remaining or overdue is zero, the colour will be orange.**

  The colour of the whole icon will change to match this colour.

- The small table symbol shows that there is a previous table customer that has not yet been checked out.

When the tables are displayed in Map Layout, some of this information may be re-arranged, or even missing, depending upon the size and shape of the table in the map.

The number on the Tables button as below indicates the number of tables that either owe money, have exceeded their paid time, or have a previous customer waiting to be checked out. Only tables belonging to the same area as the terminal are counted.

8.5.1. Selecting a Table

Before any action can be taken on a table, the table must be selected.

- **To select a single table** click anywhere on the table icon.

- **To clear all selected tables**, click anywhere outside the table icons, or click **None.**

- **To select all tables** click **All**.

- **To select a range of tables**, click the first table then the last table in the range.

- **To select all tables being used by a particular customer**, click on any table for this customer, then click **Customer**.
- **To select a table using a customers card**, simply scan or swipe the card through the card reader.

- **To select multiple tables**, use the **And** and **Thru** buttons. For example, to select tables 1,2,3,4,7,8,9,10 click on:

  1 Thru 4 And 7 Thru 10

  The **CTRL** and **SHIFT** keys can also be used to select multiple tables in the normal windows fashion. For example, to select the above range use:

  1 Shift-Click-4 Ctrl-Click-7 Shift-Click-10

- **Double clicking** on a table is a short cut to check the table in, or modify it if already checked in.

8.5.2. Table Actions

Once one or more tables have been selected, the following table actions are available:

- **Check In** – turn a table on and assign a customer to it

- **Check Out** – turn a table off at the end of the session
- **Modify** – Modify a table, including adding or removing customers.
- **Previous** – access the previous customer from a table to perform a delayed checkout, or just to view the previous customer's details.
- **Move/Restore** – Move customers from one table to another, or restore a table that has been accidentally checked out.

Some of these functions will not be available, depending upon the tables selected. For example, if tables from different customers are selected, the Check Out function is not available.

Clicking on **Check In, Check Out**, **Modify or Previous** will bring up the **Table Information Screen**. This screen contains all the various table options and settings, as well as the current table status. It is essentially the same screen for all four actions, although some parts may be disabled for some actions. See the Table Information Screen below for details.

8.5.2.1. Check-In

Check-In is used to turn on a table and assign a main customer to it.

Each checked in table requires a main customer. A customer can be selected from the drop down list, or if left blank, a new customer will be created.

See Basic Operation ▸ Working with Customers for details on how to select a customer.

8.5.2.2. Check Out

Once the customer leaves the table, the table must be Checked-Out.

Once Checked-Out, the table is ready for another customer to Check-In.

The **Turn Off now, (Check Out Later)** button allows a table to be turned off, and therefore ready for use by another customer, without the first customer being Checked-Out. This can be useful when a customer who has finished using a table has not yet settled their tab, yet a new customer is waiting to use

the table. A small table icon will flash to indicate that a previous customer has not yet checked out.

To Check-Out the previous customer, select the table and click **Previous**.

There can be only one previous customer not checked out on any one table.

A group of tables can only be checked out together if they belong to the same customer.

8.5.2.3. Modify

Modify is used to change any of the tables settings, or to add or delete customers from the table at any time.

The **Modify** screen can also be used just to view the current settings and status.

8.5.2.4. Previous

Previous is used to view the previous customer on a table.

It is also used to check-out the previous customer in the case where the table has been turned off but not checked out. See Check-Out above. The Check Out button will only be enabled if the previous customer on all the selected tables is the same, and the tables have not been checked out

Note that there is only one previous customer. If that customer has not been checked out, subsequent previous customers cannot be accessed.

For example, say Customer A has been turned off but not checked out. Customer B now occupies the table, and is then checked out. Customer C then checks in.

Although Customer B is the previous customer, he can no longer be accessed, as Customer A is still occupying the “previous” screen.

8.5.2.5. Move/Restore

The **Move/Restore** button is used to move an entire table of customers to a different table, or to restore a table that has been accidentally checked out.

To move a group of customers to a lane, see Working with customers ▸ Moving Customers.

To move a single customer within a table booking, see Table Information Screen ▸ Other Customers Tab.

To **Move** an entire table of customers to a different table, click on the table to be moved, click **Move**, then enter the table that the customers are to be moved to.

Multiple tables will be transferred in the same pattern as the source tables. For example, to move 1-4 to 9-12, click on **1 4 Move/Restore** and enter **9**.

The tables being moved **TO** must be checked out.

The tables being moved **FROM** may be either -

- **Checked In,** in which case it will be automatically checked out after the move.

- **Already Checked Out,** in which case the information from the previous customer on this lane will be used.

Therefore, if a table is accidentally checked out, it can be checked back in by **Restoring** it to itself. For example, if tables 1-10 are accidentally checked out, click **1 10 Restore** and enter **1**. All 10 tables will be restored.

8.5.2.6. Map Layout

The tables can be displayed in a default layout similar to the lanes, or in a **Map Layout** where the table icons are arranged in a map representing their actual position in the room. **Map Layout** is useful for quickly finding a table without knowing its number.

Use the **Map Layout** and **Default Layout** buttons to change between display modes.

- To setup the table map, select **Map Layout** mode, then **Edit Map**. A new edit window will appear at the right of screen. This window contains information about the currently selected table or tables.

- To select a table, click on the table. Multiple tables can be selected at once using the **Ctrl** and **Shift** keys, so groups of tables can quickly be set to the same size, or positioned in rows or columns. If a table is not visible, you can also select it from the drop down list at the top right.

- To move a table, drag the table to its new position, or click on the table to select it then enter a new value for the **Top** or **Left** corner.

- To resize a table, click on the table to select it, then enter a new value for **Height** or **Width** or use the + and – buttons. Note that table size and shape will affect the amount of information that can be displayed on it.

Once all editing is complete, click on the **Tick** to save, or **X** to discard changes.

Restore Defaults will return the tables to a basic grid layout ready for editing.

8.5.2.6.1. Rooms

Tables can be placed in different rooms or pages. The up and down arrow keys at the lower right are used to change rooms or pages.

To move a table (or tables) to another room, select the tables to be moved then change the **Room** drop down to the desired room. This drop down also contains a **New Room** option which will create an additional room if needed.

To reduce the number of rooms, move all tables up to just the required number of rooms. Any empty rooms at the end of the list will be automatically deleted.

To label a room, add a suitably sized and labelled object as below.

8.5.2.6.2. Objects

Objects are simple rectangles that can be added to the **Map Layout**. These objects can be used to give shape to the room, show the position of serving counters or other furniture, thereby making the map easier to recognise.

To add an object, select **New Object** from the drop down at the top right of the screen.

Objects can be selected, positioned and sized the same as tables. In addition, you can specify a colour and a label for the object.

You can put tables on to objects, so the object could represent a room within a single screen.

Use **Del Object** to permanently delete an object.

8.5.3. Table Information Screen

The **Table Information Screen** is used for configuring the tables during **Check In**, **Check Out** or **Modify**.

The **Apply** button can be used when modifying a table to apply the changes without closing the **Table Information Screen**.

Some of the options listed below may not be available for all types of tables

8.5.3.1. Main Tab

Number of People. The number of people using the table can be entered here. It is then displayed on the Table Icon for the user's information. It does not necessarily reflect the number of customers entered on the **Other Customer** screen, although it will be automatically set to be at least the number entered there.

When checking in multiple tables, the number of people entered here will be divided equally amongst the tables.

Auto Checkout. If set, the table will automatically check out when all customers have settled their bill. For new tables or bookings, the default value for Auto Checkout is set in Admin ▸ Areas ▸ Table Tab ▸ Auto Check Out.

Power Control Off/On. For tables with Power Control enabled, these two buttons control the power to the table. By default, power is turned on at check-in, and off at check-out.

Auto Turn Off. For tables with Power Control and Pay By Time enabled, Auto Turn Off will turn off power to the table when the purchased time has expired. If the customer does not owe any money, and **Auto Checkout** is also enabled, the table will also check out at this time.

Started. The time the table was checked in.

Time On. The time that has elapsed since the table was checked in.

Purchased. For Pay By Time tables, enter the amount of time purchased here. The amount of time remaining and/or overdue can then be correctly displayed.

Unlike bowling, the amount of time purchased for tables is not automatically calculated from the purchased items, but must be entered manually.

When checking in multiple tables, the amount purchased will be divided amongst the tables. For example, if a customer hires two pool tables for 1 hour each, enter 2 hours (the total amount purchased) when checking in both tables together.

Remaining/Overtime. For Pay By Time tables this will show the amount of time remaining or overdue.

When viewing multiple tables, the amounts for each table will be added together.

To Pay is the total amount owing for all customers, including the main customer, on this table or tables.

Customer. This shows the name of the main customer that is on this table. See Working with Customers ▸ Customers and Tables .

8.5.3.2. Other Customers Tab

In addition to the main customer, up to ten other customers can be associated with this table. This allows a group of customers to have separate tabs or bills, although occupying the same table.

Note that while it is possible to split a bill at check out, or to combine bills from multiple customers, it is easier if separate customers are set up at check-in for each person that is paying separately.

This screen will appear slightly differently when Checking-Out, than when Checking-In or Modifying.

For Check In or Modify -

To add a new customer – double click on an empty name, or click the link button and choose a customer as usual

To remove a customer – click on the customer then click **Delete**. Note that if the customer owes money, the user must have Check Out a Table Customer Owing Money privilege, unless the customer is already checked in elsewhere.

To move a customer to another table within the same table booking - click on the customer, then **Move** and enter the new table number.

To move a customer within the same table - simply drag the customer's name to the correct position.

To ring up a sale for a customer – click on the **New Sale** button. If a customer has not yet been assigned for this position, the **New Customer** screen will appear. The **Sales** screen will then be opened with this customer pre-selected.

See Working with Customers for more information.

For Check Out –

The screen displays a list of all customers from the selected lanes, including the main customer, and the amounts they owe.

It is not possible to add or remove customers from the check out screen. Use **Modify** instead.

To ring up a sale or pay out a bill for a customer, click **New Sale**.

To assign other customer's bills to this customer before paying out, click on **Include** next to the other customers, then **New Sale**. This is the simplest way to combine bills.

To combine all bills into one and charge this to the table's main customer, use the **New Sale for Total** button.

To split a bill for a table customer, see Sales ▸ Splitting a Bill

8.6. Sales

The **Sales** screen is used to record a sale. The basic procedure is:

- Click **Clear** to clear the screen ready for a new sale and to ensure the **Items** screen is displayed.
- Click on the item or items to be sold.
- Click on the customer who is buying the items (only required for bowling or account sales).
- Click **OK** once to bring up the **Payments** screen. This will also display the total sale amount on the customer pole display.
- Collect payment from the customer, changing the default amounts for each payment type as needed.
- Click **OK** again to complete the sale. The colour of the screen will change to show that this sale has been recorded and cannot be changed. The cash drawer will open. Enter the amount tendered to calculate any change owing.

The **Show Payments** and **Show Items** buttons can be used to change between the **Payments** and **Items** screens.

Sales do not need to be fully paid. Customers with a sufficient credit limit can purchase items and delay payment until a later time.

Customer sales that have not been fully paid are grouped together to form a bill. The customer's current bill is displayed in the customer summary window in the upper left corner of the **Sales Screen**

See the following sections for more information.

8.6.1. Working with Shifts

A shift must be opened before any sales can take place.

A shift is simply a period over which all sales are totalled, and amounts paid such as cash are counted.

While a shift can be over any period, it normally coincides with the shifts actually worked by staff. A particular user on each shift can be designated as the Shift Supervisor and be responsible for starting and completing shifts.

Use the **Shifts** button on the **Sales Screen** to open or close shifts. For Back Office terminals, the **Shifts** button is relocated to the **Admin** screen

The steps for each shift are:

- **Open the shift**. A shift must be open before any sales can take place. Only one shift can be open at a time. The shift is given today's date and a number. For example, 10/10/2007 Shift 1.

- **Close the Shift**. Once a shift is closed, no further sales can be added to it. However another shift can be opened immediately to allow sales to take place, even before the first shift has been finalized. The most convenient way to handle shift changeovers is to have two cash trays, and exchange them at the time of shift changeover. Sales can then continue for the second shift, while the cash from the first shift is counted and entered.

- **Enter Banking**. Banking involves counting the various types of payments and entering the amount counted.

  Banking usually takes place after the shift is closed, but interim amounts can be entered during a shift. For example, if the cash draw is full of cash mid shift, an amount might be removed, counted and entered as banking. After the shift is closed, the remainder can be counted and entered.

  There are two different methods for entering cash banking, based on whether or not the initial float (cash in the drawer at the start of the shift) is to be included in the banking or whether it is to be separated and re-used for the next shift.

- **Float included in banking**. At the start of the shift, enter the initial float as a negative banking amount. For example if $200 is placed in the drawer, enter -200.00. At the close of shift, remove the entire amount from the drawer, count it and enter the entire amount as banking.
- **Float NOT included in banking**. Do not enter any banking at the start of the shift. At the close of shift, remove all cash from the drawer, but then replace the initial float back in the drawer and count only the remainder. Enter this remainder amount as the banking.

When entering banking, remember that positive amounts are removed from the drawer, negative amounts are added to the drawer.

Each payment type can be setup to either require counting, or not require counting. Types that do not require counting should NOT be counted or entered as banking. Any discrepancies in these amounts will not be found until the actual bank account is reconciled with Touch Desk reports or in a linked accounting package.

If a payment type is not available for selection in the banking screen, then check that it has been set to require counting in Setup ▸ Items.

If a payment type is only counted once a day rather than once a shift (for example: an EFTPOS machine that is reconciled daily) then enter the daily total from the machine's reconciliation report in the last shift of the day. Shift reports will show a discrepancy in the EFTPOS counted and expected, but the daily report will be correct. Likewise, if an EFTPOS machine is shared between more than one terminal, a report for each terminal may show a discrepancy, but reports over the whole centre will be correct.

When entering cash banking, a handy cash calculator is displayed allowing the quantity of each denomination of note and coin to be entered. You can also select whether the cash is being taken from the drawer or added to the drawer. Touch Desk will compute the total amount, and will print the denominations when done. However these values are not saved and cannot be recalled later.

Cash banking can be entered as just a total as usual, without using the cash calculator.

Similarly, there is a calculator for use when entering other banking. This can be used to total cheques or EFTPOS slips or any other form of payment. A reference field is available for each amount and can be used for check numbers or payees for example.

A banking slip will be printed showing this information whenever the calculator is used. This information is not saved however.

The **Print Only** button can be used to print the cash counted, without actually performing the banking transaction. This could then be done later by others.

Banking can also be entered on a per user basis for cases when each use is responsible for their own cash takings, rather than sharing a single cash drawer. See Banking by User for more information.

- **Enter Banking by User**. Use this when Banking By User mode is enabled to enter each user's banking.

- **Close Card Batch.** This command is used to close the batch on a linked card payment terminal (EFTPOS), and can also be used to automatically enter the daily totals from the terminal as banking.

  See EFTPOS Sale Screen ▸ Closing the Batch for more information.

  When using the **Close Card Batch** command, Touch Desk will search for an appropriate EFTPOS Payment item to use to record the banking. The following item names are required –
  - Credit
  - Debit
  - Check
  - EBT
  - Gift
  - Loyalty

  If the appropriate item does not exist, "Other" will be used. If "Other" does not exist, then the first EFTPOS Payment item found will be used. If none are found, the banking will not be entered and an error message will appear. See also Setup ▸ Items ▸ EFTPOS Items

Note that there is no guarantee that all the transactions reported by the card terminal will actually settle. Your payment provider will provide the necessary reports and tools to manage settlement. This is outside the scope of Touch Desk.

Generally all pre-auth transactions should be captured by the end of the shift. For this reason, Touch Desk will warn if any customers have outstanding pre-auths. If allowed, you will have the option of either cancelling the close of the batch and viewing these customers, or just proceeding anyway. See Admin ▸ Terminals ▸ Close with Pre-auth and EFTPOS Sales ▸ Pre-Authorisation

If the batch close should fail, Touch Desk will prompt to attempt to force the batch closed. Forcing a batch may result in the batch closing even though there are some problems with the batch. Use the tools provided by your payment processor to resolve these problems, as they are outside of the scope of Touch Desk. Also, some payment processors may not support the Force Batch Close command, and the banking totals may not be entered automatically.

If the batch closed successfully, and the credit items are set for **Count before Banking**, then a batch report can be printed. This report is a simple print of the banking transaction, showing the amounts recorded as banking for this batch. For a comparison with the actual sales, see the usual end of shift report.

- **Finalize Shift**. Once banking has been entered, the shift is finalized. If Auto Print Shift Reports are enabled, a report will be generated. This will show any shortfalls in cash or other payments. Once finalized, no further changes of any type can be made to the shift.

Normally it is desirable that the person closing the shift and counting the cash does not know the amount of cash that should be present prior to finalizing the shift. To achieve this, this user's level should be set lower than that required to run POS Reports.

The **Reprint Last End-of-Shift Report** button on the **Shifts** window allows the last end of shift report to be printed again, even if the user does not have the required level to run POS Reports. This allows for the case where the printer jams, or runs out of paper, etc.

Generally shifts are open and closed at each terminal; however it is possible to Open/Close/Bank or Finalize a shift on a different terminal. If the user's level allows this, they will be prompted for the required terminal prior to entering the Shifts screen.

Once open, a shift can continue past midnight. Any sales made for this shift will be counted in the previous days takings, as this was when the shift was opened. To have these sales counted as part of the new days takings, it is necessary to close the shift, and open a new shift after midnight.

Shifts are normally finalized before the next shift is closed. All shifts, *even empty shifts*, must be finalized. To prevent errors, Touch Desk can enforce this to occur. See Admin ▸ System ▸ Sales ▸ Prevent Shift Close if previous shift not finalized.

A shift can normally only be opened for the current day, however there are some special cases where it may be desirable to open a shift for either yesterday or tomorrow instead, as detailed below. See also Amending Daily Totals.

Open a shift for Yesterday. When opening a shift prior to 3:59AM, Touch Desk will give the option to add a shift to the previous day, rather than create shift 1 for the new day. This allows an extra shift to be added at the end of a nights trading to cater for any late check outs or corrections, without affecting the following day. This extra shift must be closed, banking counted, and finalized just like any other shift. Alternatively, a new shift can be opened as usual for the following day, and these last minute sales will then be counted with the new day's takings.

Open a shift for Tomorrow. When opening a shift after 8:00PM, and a shift for today already exists, Touch Desk will give the option to open a new shift for tomorrow, rather than adding an additional shift to today. This option is useful for handling last minute sales after the day's shift has been closed. Note that these sales will then be counted as part of tomorrows taking's, not today's, but this is often preferable to having to do another banking count and shift finalizing procedure just for a small amount.

8.6.1.1. Banking by User

The Point of Sale system can be setup such that each user is responsible for their own cash takings. This cash is kept separate rather than being deposited

in the common cash drawer. At the end of the shift, separate banking amounts must be entered for each user.

To enable this mode of operation, set **Enable User Banking** in Admin ▸ Terminals ▸ General. Also make sure that the cash item is set to require counting in Setup ▸ Items.

Touch Desk then supports up to 2 automatic cash drawers which can be assigned for use by 2 users. Each drawer will only open when that user is logged in and makes a sale.

Alternatively, cash takings can be kept by each user in any form of manual drawer or pouch that is not controlled by Touch Desk. For example, a number of serving personnel could use a single Touch Desk as a Server's Terminal to take orders and make sales, but keep the cash on them until the end of their shift.

Shifts still need to be opened, closed and finalized as usual, but the **User Banking Screen** can be used to –

At the start of a shift -

- Assign a cash drawer
- Enter an opening float

At the end of the shift -

- Pay out tips
- Print a Sales Report showing cash owing.
- Enter the amount of cash banked.
- Free the cash drawer for use by others.

The **User Banking Screen** can be accessed either from the **Shifts Screen**, or directly from the **Shifts** button on the **Sales** screen for those without access to the **Shifts Screen**.

Two user rights control access to the **User Banking Screen** - Enter Own User Banking and Enter Other's User Banking rights. Entering banking for others also requires access to the Open/Close Shifts screen, as this can only be done via the **User Banking** buttons on that screen.

There are two typical scenarios for setting up user rights. If a manager or higher level user is on-site to open and close shifts, then only they would have access to the **Open/Close Shift Screen** and **Other's User Banking**. The users themselves could then be optionally given the rights to enter their own banking (Enter Own User Banking), or that task could be assigned to the manager or supervisor.

If a manager or supervisor is not on site to open and close shifts, then that right must be given to the users themselves. However they can be barred from accessing any other user's **User Banking** screen other than their own, by denying them Enter Other's User Banking rights.

The **User Banking** screen is similar to the normal banking screen, but shows the following amounts -

Cash Recorded – Cash payments (sales) recorded by this user.
Cash Already Banked – Cash already banked for this user. If negative, this represents a float given to the user to start their shift.
Tip Balance – When the Tip account is setup as a customer trust fund, then this is the user's current balance of this trust fund. This amount represents the tips owing to this user, and can carry over from one shift to another if not paid out.
Misc Tips – This is the amount of tips collected during this shift by this user, where the tip was not assigned to any specific user. It represents the amount of tips owing to this user. This amount does not carry over to subsequent shifts, even if not paid out.
Required Banking – This is the amount of cash to be collected from the user allowing for any tip payouts. It is equal to cash recorded, less already banked, less tips.
New Banking – The amount of cash collected from the user now, as per the banking calculator.
Still to be Banked – Any amounts not yet collected from the user. A warning screen will appear if this amount is not 0 when **OK** is clicked.
Assigned Cash Drawer – This user can be assigned either of the two cash drawers. This only applies when 2 automatic cash drawers have been set up (drawer type NOT set to **Manual** or **None** in Admin ▸ Setup Terminals ▸ Cash Drawer). Once assigned, only persons with access to this user's banking screen can free the drawer for use by others. So it is important that a user doesn't leave the premises without freeing their drawer. However, anyone with Enter Other's User Banking rights can free the drawer for others, all drawers are freed at the start of a new shift, and

the banking screen prompts to free the drawer whenever an amount is banked.

Clicking either of the two **Tip Payout** boxes will deduct the amount of the tips from the cash required to be collected from the user. When **OK** is clicked and the banking recorded, then these tip payouts will also be automatically recorded. Note that the tip amounts include tips collected by other tender types, such as EFTPOS, credit card or cheques.

The banking screen can also be used to give each user a cash float to start the shift, in the same way as it can to fill a normal cash drawer, by entering a negative amount of banking.

A printout of the user's own sales is available on the **User Banking** screen. Upon completion of the banking, a banking slip will be printed showing details of the cash collected and the tips paid out.

The **User Summary** and individual sales report (Detailed, filtered by User) are also available in the Admin ▸ POS Reports screen. The **Cash Reconciliation** section of these reports includes the amounts detailed above, and the total to be collected if all tips are paid out.

8.6.1.2. Amending Daily Totals

It may occasionally be necessary to make amendments to the daily totals for previous days.

For example, say the banking was accidentally entered wrongly, and this is not discovered for several days. Unless this error is corrected, income reports will show the wrong amount.

Note that minor errors can be dealt with later, for example when reconciling the bank account in Quickbooks or elsewhere, and written off as miscellaneous adjustments. Only significant errors that affect the validity of the income reports within Touch Desk need to be corrected by amending the daily totals.

There are two ways to amend daily totals – either open an additional shift for that day at the appropriate terminal, or modify the original shift from the Back Office terminal.

For both methods, the following points apply –

- Existing transactions can never be altered. You need to ring up new transactions to correct any mistakes. For example, if banking of $550 was accidentally entered as $450, enter $100 additional banking in the new shift, not $550. To "remove" a transaction, enter the opposite. For example, if an extra 100 games were accidentally rung up, then ring up negative 100 of the same game type.
- The date of the new transaction is always the current date, and any reports which search based on the transaction date will not include this new transaction in the original shift. However, reports based on the shift date will include this new transaction.
- Where these transactions change a customer's balance, or a stock on-hand count for an item, then the change will be shown in reports as occurring on the current date; NOT the date of the shift being amended.
- As these new transactions are only correcting errors, no new payments should ever be collected and put in the cash drawer or refunded from the cash drawer.

8.6.1.2.1. Opening an additional Shift.

To open an additional shift, attempt to open a new shift as usual at the appropriate terminal, but click **NO** when prompted with today's date. Select the previous date to be amended and click **OK**. An additional shift for that day will be opened and can be operated as usual; sales can be rung up and additional banking entered. The shift must be closed and finalized like any other shift.

Note the following points -

- Make sure this shift is only used for amending the previous day, do not ring up any sales that take place today!
- A shift can only be opened for dates within the last 30 days.
- Only the most senior users should have access to this function. See Setup System ▸ Sales ▸ Open Shifts for Amending Past Dates

8.6.1.2.2. Amending a shift from the back office.

The sales screen on the Back Office terminal can be used to add transactions to a shift, even if that shift has been closed.

The sales screen will prompt for the terminal, shift number and date to be amended. After the transaction is complete, you will be asked to confirm that you wish to add the transaction to the appropriate shift.

Note the following points –

- This function is intended for fixing errors only; do not use it to ring up normal transactions for the currently opened shift.
- Amending a shift renders any previous shift report invalid. Therefore use this function with extreme caution.
- POS Reports for shifts that have been amended will show the time and date they were amended and by whom. If they were amended multiple times, only the last time will be shown. View the transactions to see all the amendments.
- Only the most senior users should be able to access this function. See Admin ▸ Sales Areas ▸ Sales ▸ View Sales Screen to limit access to the sales screen in the Back Office. Once in the Sales Screen, the usual user levels required for each function are the same as if the user was at the appropriate terminal that is being amended.
- If a shift that has already been closed is amended, then a new export file will automatically be created. The export folder set up for the back office terminal should reference the same shared folder as that for the original terminal. If the file has already been imported into QuickBooks, it will need to be imported again.

8.6.2. Ringing up items

- **To ring up a single item**, simply click on the item.

- **To ring up more than one of the same item**, enter the quantity first then click on the item, or simply click on the item a number of times.

- **To ring up an item with a scan code**, either scan the item's barcode, or enter the code in the **Description** box and press the **ENTER KEY** or click **OK**.

- **To change the quantity** after the item has been rung up, click on the **Qty** box and enter the new quantity.

- **To remove an item** from the sale, click on the line containing the item, then click **Clear Line.**

- **To insert an item** in the sale click on a line of the sale, then click on the item. The item will be added AFTER the line that was selected. This is useful for adding a modifier to an item after other items have been rung up. For example, if a hamburger and a sandwich have been rung up, and the customer decides no cheese on the hamburger, click on the hamburger then the **No Cheese** item. **No Cheese** will now appear after the hamburger, not at the end of the sale after the Sandwich.

- **To display more information about an item**, either hover the mouse over the item, or right-click on the item. Any descriptive text that has been entered for this item will then appear.

  Note that if using a Touch Screen rather than a mouse, the Touch Screen will normally provide a way to simulate a right-click, such as holding your finger on the screen until the cursor changes.

There are several ways to change the price of an item:

- **Alter the actual price** by clicking on the **Price** box and typing in a new price.

- **Use a Discount item**. Click on a discount item in the **Items** screen. The discount will be applied to all items in the sale above the discount item. The amount of the discount can be changed by clicking on the **Price** box and entering a new discount.

- **Use a different Pricing Level.** The pricing level button is located on the right hand side of the **Items** screen, and is labelled with the name of the level currently in use. Click on the pricing level button to select a different pricing level BEFORE ringing up the item. A new level can be set for this sale only, or for all future sales until changed. See Admin ▸ Pricing Levels to setup a level.

- **Use a different Pricing Period.** The pricing period button is located on the right hand side of the **Items** screen. It is labelled with the name of any pricing periods that currently apply, or *Base Period* if none apply. Click on this button to select a different period.

Select **Auto** to choose which ever periods are current now. Current periods will be marked with an asterisk *****.

Any selections made here will affect the current sale only. The period will reset to **Auto** for the next sale.

See Admin ▸ Pricing Periods to setup a pricing period.

8.6.3. Selecting a customer

Any sale that is not fully paid for, or any sale that contains bowling must be assigned to a customer. For other sales, a customer may be entered but is not required.

Use the **Customer** window in the top left corner of the screen to select a customer for this sale. The drop down list contains a list of recently used customers.

The customer's current bill will be displayed. A "bill" is simply a collection of transactions or sales. Touch Desk will continue to add transactions to the current bill until the customer's balance owing , including games and bowling time, is zero. Subsequent transactions will be added to a new bill

The **From** buttons can be used to retrieve a customer from another screen. For example, to use the customer on lane 2, click on lane 2 in the **Lanes** screen, then **From Lanes** in the **Sales** screen.

To create a new customer, enter **None.** If a customer is required for this sale, a new one will be created and given the name *New Sale 00:00,* where 00:00 is the current time. The user will be able to enter a more descriptive name when the sale is completed.

It is important to check the Customer name for all sales, as Touch Desk may show the customer it expects to be used, which may not be correct.

For example, if the **Lane Modify** screen is displayed, then the user selects the **Sales** screen, Touch Desk will automatically default the sale customer to be the same as on the **Lane Modify** screen. This is a great time saver in many situations, but is not always correct. Click **Clear** or enter a new customer if the sale is not for this lane customer.

8.6.4. Entering Payments

The amounts paid by the customer must be entered in the **Payments** screen. Click **OK** or **Show Payments** from the **Items** screen to display the **Payments** screen

It is not necessary to ring-up any items to collect a payment. For example, to take a payment from a customer for a previous sale, enter the customer and payment details only.

Previous Balance is the amount owing by this customer for any previous sales. See the customer window for details

This Sale is the total of the current sale

Total Owing is the **Previous Balance** + **This Sale**

Rounding is the amount of cash rounding that has been applied, if applicable.

Cash is the amount of cash which is put into the cash draw. If this amount is negative, then cash should be taken out of the cash draw. If the Cash field is greyed out, then this terminal does not accept cash. See Admin ▸ Setup Terminals ▸ Cash Drawer.

Pay Later is the **Total Owing** minus all payments, and represents the amount the customer still owes at the end of the sale. Customers can only delay payment if they have a sufficient credit limit.

Payment Type and Amount boxes allow the user to select payment types as below.

- **EFTPOS** – payment collected by electronic funds transfer, usually via an external terminal. See Setup Items ▸ Item Types.
- **OTHER** – any other form of payment other than EFTPOS or Cash. For example, cheques. See Setup Items ▸ Item Types.
- **TRANSFER** – for transferring a payment from another customer.
- **CASH** – cash deposited in the cash drawer.

Payments may be split amongst these types, and the EFTPOS and OTHER types can be associated with various sub accounts.

Each of the buttons alongside each payment type can be used to bring the entire amount owing to that type and complete the sale.

Click OK at any time to complete the sale.

If any amount has been attributed to EFTPOS, the EFTPOS Sale screen will appear. Use this screen to add a tip to the sale, and to collect the EFTPOS amount via an EFTPOS terminal.

If any amount has been attributed to OTHER, the Other Sale screen will appear. Use this screen to add a tip to the sale, and as a reminder to collect the other tender from the customer.

If any amount has been attributed to Cash, the Cash Sale screen will appear. Use this screen to add a tip to the sale and collect the resulting amount of cash.

For sales with more than one tender type, a tip can only be entered in one of these screens.

8.6.5. EFTPOS Sale Screen

8.6.5.1. Basic Operation

EFTPOS payments include any payments that are to be made via an external card terminal

The terminal may be linked to Touch Desk, or it may require manual entry. To link a terminal to Touch Desk, see Admin ▸ Terminals ▸ EFTPOS ▸ Card Terminal.

***IMPORTANT WARNING**! It is the user's responsibility to ensure all transactions made via a card terminal are in accordance with the payment processor and/or card issuer's regulations. As these regulations are outside the scope of Touch Desk, there may be cases where Touch Desk will allow operation in a way that is not compliant with these regulations.*

Linked Sale

To perform an EFTPOS Sale on a linked system –

- Select the correct EFTPOS item on the payments screen, or just click EFTPOS if the correct item is already selected.For example, there may be different items for different card types.
- The EFTPOS Sale screen will appear. Enter any additional information such as the cash back amount or the tip amount.
- Select a card type from the list on the left hand side, or just click OK if the correct type is already selected. If your card terminal supports selecting the card type at the terminal, then you may click ANY.
- Complete the transaction at the card terminal, by inserting or swiping the customer's card.
- If approved, the EFTPOS screen will disappear and the transaction is complete.
- If declined, the screen will remain and an error message will be displayed. The operator can then either cancel or retry the operation.

For centres with multiple payment items for EFTPOS (such as Mastercard, Debit Card etc), Touch Desk will automatically select the correct item based on the card type returned by the card terminal. There is no need to manually select the correct item on the payments screen prior to clicking EFTPOS. See Admin ▸ Setup Items ▸ EFTPOS.

The message window on the EFTPOS Sale screen will display messages from the card terminal or payment processor. Contact your payment processor for details.

Manual Entry

To perform an EFTPOS Sale on a manual system –

- Select the correct EFTPOS item on the payments screen. For example, there may be different items for different card types, or just click EFTPOS if the correct item is already selected.
- The EFTPOS Sale screen will appear. Enter any additional information such as the cash back amount or the tip amount.
- Process the payment on the card terminal, entering the amounts as shown on the Touch Desk screen. Take care to enter the correct amounts.
- Click either APPROVED if the transaction was approved, or DECLINED if it was not approved.

EFTPOS Printing

For manual systems, both the merchant's copy and the customer's receipt will be printed on the card terminal. The customer needs to be given both the EFTPOS receipt which includes card details, and the one from Touch Desk showing line items.

For linked systems, the customer needs only the Touch Desk receipt as this will include card details.

The merchant's copy for the customer to sign will be printed automatically either by the terminal (for terminals with a built in printer) or by Touch Desk (for terminals without a printer).

***Important Note** – It is the user's responsibility to ensure that a signature is collected when needed, and that the signature and other card details are checked in accordance with the card issuer's guidelines, and to take appropriate action if any of these checks fail even though the transaction may have already been approved. In cases where a signature is needed and Touch Desk does not automatically print a Merchant's Copy for signing, one can be printed manually as shown below.*

The **Print Sale** button can be used to manually re-print both the Merchant's Copy (which includes the draft for the customer to sign), and the Customer's Receipt should either fail to print correctly.

To automatically print a Customer's Receipt for every EFTPOS transaction, set the print option for each EFTPOS payment item in Setup ▸ Items ▸ Print Receipt.

Touch Desk will automatically print a Merchant's Copy of the receipt for the customer to sign in most cases. To always print a merchant copy, even when no signature is required, set Setup ▸ Terminals ▸ Always Print Merchant Copy. Note that the merchant copy will print regardless of the setting in Setup ▸ Items ▸ Print Receipt .

Card Holder Details.

Some transactions may require additional card holder information. For example, for card not present transactions, the CVV2 and the card holder's address or zip code may be required.

The card terminal will prompt for this information when needed. However for linked systems with PAX terminals, some of this information can be input using Touch Desk, as this is easier than using the terminal particularly for alphanumeric information such as a street address.

Note that this information is used to verify the identity of the customer. Therefore you should always ask the customer for this information; do not copy a street address from the database or another document for example.

Only non sensitive information can be entered in this way. Sensitive information such as the card number, expiry date, or CVV2 can only be entered at the terminal in order to maintain security.

8.6.5.2. Transaction Types

There are several transaction types supported by Touch Desk. Some of these may not be supported by your payment provider, or may have certain rules and restriction governing their use, or may not apply to certain card types. The following information is therefore generic only.

Sale is a normal sale that uses EFTPOS for payment. The following extra payments can also be included in a **Sale** -

- **Cash Back** is used when the customer is withdrawing cash from their account at the same time as making a purchase. Not all accounts will support cash back. Cash Back can be enabled for each terminal in Setup Terminals ▸ General ▸ Allow Cash Back.

  If a cash back amount has been entered, the **Cash Sale** screen will appear after the EFTPOS transaction is complete, showing the amount of cash to be handed to the customer (refunded) and the cash drawer will open.

- **Add Tip** is the amount of the tip that is to be added to the sale. An employee can optionally be selected to receive this tip. If the **Tip** field is greyed out, see Managing Tips to set up a Tip Item.

Void removes a previous sale that has been processed by the card terminal, but has not yet settled. **Void** is not available for debit cards, **Refund** will be used instead.

Refund (or **Return**) is a payment back into the customer's account that is not directly linked to any previous transaction.

For linked systems, Touch Desk will initiate a **Void** transaction whenever the **Void** button is used. Any other transaction that has a negative EFTPOS payment will be a **Refund**. If a **Void** transaction is declined by the terminal, for example if the transaction to be voided has already settled, then Touch Desk will give the option to perform a **Refund** instead.

For manual systems, it is up to the operator to choose **Void** or **Refund** at the card terminal.

Many systems will not allow **Void** or **Refunds** for transactions that include tips or cash back. In these cases, you can ring up the items to be refunded only (for example, ring up -3 games to refund 3 games) and refund that amount only, without the tip or cash back.

For linked systems with PAX terminals, the terminal may be setup to prompt for a Host Reference number when refunding credit cards. This feature can be turned off in the terminal setup if desired. Otherwise the operator will need to enter the original host reference number from the original sale that is being refunded.

For VeriFone terminals, the original transaction reference must be entered at the terminal.

Phone Order. For some linked systems, there will be a phone order check box on the EFTPOS Sale screen. Tick this box when taking a credit card phone order, such as a reservation. The terminal will prompt for the card number, expiry date and additional information such as the CVV2 code. If this check box is not present, then the terminal will allow inputting of this information on a normal sale without any additional settings from Touch Desk.

For linked systems that support adjustments, there is an **Add Tip** button on the Sales screen. This uses an **Adjust** transaction to add a tip to a sale that has already been processed. For example: when a restaurant customer adds a tip when signing the completed receipt. **Add Tip** is only available with Credit cards.

Add Tip can also be used to adjust an already added tip. This function is restricted by user level. See Admin ▸ System ▸ Sales Tab ▸ Adjust Tips.

Use the **Prev Sale** button to find the sale that the tip is to be added to, then click **Add Tip**. A tip can only be added once. If the sale already has a tip, or was not an EFTPOS sale, this button will be greyed out.

See Admin ▸ Setup Terminals ▸ EFTPOS Tab to enable the Add Tip Button.

The **Add Tip** button is generally not required for manual systems. Instead, simply do not ring up the sale in Touch Desk until the signed docket has been returned. The tip can then be entered as part of the normal Sale process, rather than added later.

For systems or card types that do not support adjustments, use the **PREAUTH** + **PREAUTH Capture** transactions if a tip is expected.

Pre-Authorisation. A pre-authorise transaction is used to pre-authorise a sale on a credit card, without actually debiting the card. Generally a hold will be placed on the customer's account for the amount of the **PREAUTH.**

Sometime later, the **PREAUTH** is captured or completed, possibly for a different amount to the original transaction. The card is then debited for the new amount.

NOTE - If the **PREAUTH** is not completed or captured, then you will not receive any funds from the customer's account.

Pre-Auths are used for two purposes –

- **Tabs.** Pre-Auths can be used when opening a tab, to ensure the customer can pay. The default amount is set in Admin ▸ Setup Areas ▸ Sales ▸ Pre-Authorise. The customer's default credit limit will be increased by the pre-authorised amount. Do not ring up any sales items when opening a tab in this way.

- **Adding Tips.** Some payment providers may not support adding a tip using the **Add Tip** button. In these cases, use the **PREAUTH** button rather than the usual **EFTPOS** button to complete the sale. Once the signed draft is returned, use the **EFTPOS** button to make the final payment as usual, entering the extra tip as required.

For linked systems, the **Pre-Auth** "capture" occurs whenever the **COMPLETE** button is used. If an EFTPOS Sale is attempted using the usual **EFTPOS** button for a customer with a current **Pre-Auth,** then the user is prompted to **Complete** the pre-auth instead**.** Not completing the current **Pre-Auth** is only intended to allow a partial payment of this bill using a using a different card to the **Pre-Authed** card. For example, if someone else contributes to the bill.

If a **Pre-Auth** fails, Touch Desk will give the option to either force the transaction or perform a new **Sale** transaction instead. For forced transactions, the terminal may prompt for a voice authorisation code, which can be obtained by phone from the payment provider. Note that this capture must occur at the same terminal that was used for the original pre-authorisation. Any attempt to complete a **Pre-Auth** at a different terminal will generate a warning message.

For manual systems, it is the operator's responsibility to enter the correct transaction type and previous authorisation number at the card terminal to ensure the **Pre-Auth** is captured.

The card is generally not required to capture a **Pre-Auth**, nor is a signature usually necessary. However, for systems that use Touch Desk to print a draft for signing, a new draft will be printed if the new amount is larger than the original PREAUTH. Whether or not this draft must actually be signed will depend upon the payment processor or card issuer's rules.

Some payment providers allow unused **PREAUTHs** to be cleared at the terminal. For both manual and linked systems, this can be achieved at Touch Desk by ringing up a $0 EFFTPOS sale to the pre-auth customer.

Other providers only allow a **PREAUTH** to be cleared by phone, or automatically after 48 hours or so. In these cases, the record in Touch Desk can also be cleared for each customer individually, see Customer ▸ Details ▸ Pre-Authorised, or for all customers automatically after a set time. See Admin ▸ System ▸ Sales ▸ Delete Pre-Authorisations.

PREAUTHS can generally not be captured once the terminal batch has been closed. Touch Desk will issue a warning if there are any open PREAUTHS for a terminal when attempting to close either a shift or the card terminal batch. See Admin ▸ Terminals ▸ Close with PREAUTH to prevent the batch or shift from closing when preauths are current

Forced Transaction.

For some linked systems, whenever a **Sale** or a **Pre-auth Capture** fails, Touch Desk will prompt to try a forced transaction instead. A forced transaction usually requires the operator to contact the credit card company for an authorisation code. This code must be input at the terminal when prompted.

Partial Authorisations

For linked systems, a customer's card may be approved for a lower amount than the actual sale; for example if the customer does not have sufficient funds to cover the entire amount. If the transaction is completed anyway, Touch Desk will move the remainder of the amount owing to CASH. The drawer will open and the extra cash must be deposited.

If this is not suitable, for example the customer will supplement the payment some other way, then do NOT complete the transaction at the terminal. Cancel it then ring up the correct amounts of each payment type.

8.6.5.3. Closing the Batch

The card terminal will normally store all recorded transactions until the end of the day when the batch on the terminal is closed and the transactions are processed.

If the terminal is not linked to Touch Desk, then a daily report should be printed on the card terminal when the batch is closed, and the totals entered into Touch Desk as banking. The Touch Desk shift report will then show any discrepancies between Touch Desk's record of sales and that of the card terminal.

If banking is to be entered in this way, then the Items ▸ Count before Banking option must be **enabled** for all card payment items. If it is disabled, then no banking needs to be entered, but discrepancies will not be found until the actual bank account is reconciled outside of Touch Desk later.

For standalone terminals linked to Touch Desk (eg VeriFone) the same procedure should be used.

For terminals controlled by Touch Desk (eg PAX), then use either –

- **Automatic Batching**. Setup the terminal to automatically close the batch at a preset time each day.

  The Items ▸ Count before Banking option must be **disabled** for all credit card items, as actual banking amounts will not be entered.

- **Manual Batching**. Setup the terminal for manual batching and use the Close Card Batch button on the Shifts screen to close the batch at the end of the shift or day.

  The Items ▸ Count before Banking option should generally be **enabled**, as the actual banking will be counted and entered automatically by the batch close function.

  However it is possible to disable Items ▸ Count before Banking, and then the actual banking totals will not be used. This may be useful if the batch amounts do not relate to Touch Desk shifts or terminals. For example, if a card terminal is shared amongst touch desk terminals, or other uses.

  If the batch is closed successfully, and Items ▸ Count before Banking is enabled, then a batch report can be printed. This report is a simple print of the banking transaction, showing the amounts recorded as banking for this batch. For a comparison with the actual sales and the resultant variance, see the usual end of shift report.

  This report can be reprinted at any time, the same as any other transaction, by using Admin ▸ Transactions

8.6.5.4. Running an EFTPOS Tab

Use this procedure to allow a customer to run a tab that is secured with a card.

- When the customer arrives, check them in to a table or lane as usual, using the **PRE-AUTH** button to ring up a sale. The customer will now have a credit limit equal to the pre-auth amount plus the default credit limit.

- Ring up subsequent sales to the customer using the pay later button.

- When the customer is ready to leave, print a bill using the SHORT BILL button. Both a merchant and a customer copy can be printed. Present both to the customer.

- The customer should sign the merchant copy, adding a tip if desired, and return it or leave it on the table. Note that EMV cards do not require a signature, but a tip can still be added.

- To close the tab, select the Customer or table then Payments, then **Complete**.

- Complete the payment at the terminal, adding the tip if necessary.

If the customer has left without settling the tab, the procedure is basically the same. The terminal can generally be used to complete a pre-authorisation without the card being present or the final bill being signed. Contact your payment provider for details.

8.6.5.5. Table Service

Traditionally in restaurants, the bill is presented to the customer at the table, the customer places a card in the bill, the waiting staff retrieves the bill, processes the card at the POS, and returns the slip for signature (if required) at the table. Sometime later, this slip is signed and processed again at the POS, possibly with an added tip.

For manual systems –
- Use the SHORT BILL button and present the bill to the customer.
- Swipe their card and process the payment at the card terminal as usual.
- Once the signed draft is returned with the tip included, complete the process at the card terminal.
- Ring-up the payment at Touch Desk, using the final total and tip amounts.

For linked systems that support **Add Tip** –
- Present the customer with the bill using the SHORT BILL button
- Once the card is returned, use the EFTPOS button to complete the sale as usual and present the customer with the draft for signing.
- If the signed slip is returned with a tip, use the **Add Tip** button to add it to the sale, else nothing more needs to be done.

For linked systems that do not support **Add Tip** -

- Present the customer with the bill using the SHORT BILL button
- Once the card is returned, use the **PRE-AUTH** button to pre-authorise the sale only, and present the draft to the customer for signing.
- Once the signed slip is returned, use the **COMPLETE** button to complete the sale as usual, adding any tip as necessary.

Note that there are many differences between payment providers, card types and terminals, and not all options may be possible in all cases.

The process outlined above is becoming redundant, as newer card technologies no longer rely on signatures, but require a pin or the card to be waved over the terminal. In these cases, either a wireless terminal can be presented to the customer at the table, or the customer must present at the register on exit and enter the tip as part of the initial transaction.

8.6.5.6. Telephone Deposits

You can use Touch Desk to take deposits for a booking or a party via phone, using the customer's credit card.

Simply ring-up a deposit or sale for the customer as usual, then enter their card number directly into the card payment terminal rather than swiping.

Your terminal can be setup to prompt for additional information such as the CVV2 code on the back of the card, or the cardholder's zip code or full address to ensure that the card is valid. Contact you payment processor to setup these options.

Similarly, if a transaction requires voice authorisation, the authorisation code can be entered at the terminal, and the sale processed as normal at Touch Desk.

For linked systems, the address and zip code can be entered at Touch Desk using the **Cardholder Details** button, as this is far easier than entering this information on the terminal's pin pad.

8.6.6. Other Sale Screen

The Other Sale screen appears whenever a sale containing OTHER payments is rung-up. Other payments include any payments that are not being made via the EFTPOS terminal, and are not cash. For example, checks.

Note that some card terminals can be used to accept checks by providing an address verification service.

Add Tip is the amount of the tip that is to be added to the sale. An employee can optionally be selected to receive this tip. If the **Tip** field is greyed out, see Managing Tips to set up a Tip Item.

Once the tip amounts have been entered, click OK to complete the sale or Cancel to return to the payments screen. Note that if an EFTPOS amount has already been approved for this sale, the sale cannot be cancelled and will be completed.

8.6.7. Cash Sale Screen

The **Cash Sale** screen appears whenever a sale has been made that includes a cash payment or refund, and includes the following fields –

Add Tip is the amount of the tip that is to be added to the sale. An employee can optionally be selected to receive this tip. If the **Tip** field is greyed out, see Managing Tips to set up a Tip Item.

Use the **Keep Change** button to make the tip equal to the change that would normally be returned to the customer. It can also be used to round up the sale plus tip to any amount. For example, say the sale is $21.23, and the customer wishes to pay $26 including tip. Enter $26 as the tendered amount, then hit **Keep Change**. The tip will be calculated as $4.77. If they subsequently pay with say 3 x $10 notes, then change the tendered amount to $30 to calculate the correct change. The tip will remain at $4.77

Three buttons are provided to calculate and apply a fixed percentage tip. The percentages on each button can be set in Admin ▸ Setup Terminals ▸ General Tab ▸ Tip Buttons. You can also select a default button here to apply a tip automatically.

To calculate a tip based on a different percentage, double click the tip edit box and enter the percentage.

Tendered is the cash actually handed over by the customer, or can be used for tip rounding using the **Keep Change** button.

Change is the amount of change due to the customer.

The operator must make sure that the amount of cash collected or refunded matches that shown on this screen.

8.6.8. Printing a receipt or bill

Use the **Print Sale** button to print a receipt for the current transaction on the local printer, or any of the remote receipt printers.

Items can also be configured to automatically print a receipt whenever they are sold, and receipts can be directed to other printers. For example, when a food order is taken at the front counter, a copy can be printed at the snack bar. See Setup Printers to set up remote printing.

Payment Items can also be configured to print automatically. For example, so a receipt is printed every time an EFTPOS payment is made.

The **Print Bill** button is used to print a customer's entire bill, rather than just the current transaction. A "bill" is simply a collection of transactions or sales. Touch Desk will continue to add transactions to the current bill until the customer's balance owing, including games and bowling time, is zero. A new bill will then be created for any subsequent transactions.

The bottom of the bill will show the amount still to pay in dollars and cents. It will also show if there is any bowling owing or to be refunded –

- **Games Owing** or **Bowling Time Owing** means that the customer also owes for the amount of bowling shown, in addition to the dollar amount shown. Ring up this amount of bowling at the appropriate rate to convert it to a dollar amount before settling the bill.
- **Games Remaining** or **Bowling Time Remaining** means that the customer has bowling remaining. To refund this bowling, ring up a negative amount of bowling at the appropriate rate.

8.6.9. No Sale

The **No Sale** button allows the opening of the cash drawer without making a sale, in order to make change for customers.

In order for the **No Sale** button to be enabled –

- There must be a **No Sale Item** setup for this terminal. As well as defining an item for tracking this allows the **No Sale** button to be enabled on a terminal by terminal basis. See Setup Terminals ▸ General ▸ No Sale Item
- An automatic (not manual) cash drawer must be fitted. See Setup Terminal ▸ POS ▸ Cash Drawer Type.

The use of the **No Sale** button can be tracked in reports by tracking the **No Sale** item, the same as any other item.

The user level needed to use the **No Sale** button can be set by setting the required user level on the **No Sale Item** in the same way as any other item.

8.6.10. Exempting a sale from taxes

To view the tax break-up for a sale, or to exempt some taxes from the sale, click the button near the tax subtotal.

8.6.11. Placing Orders

When an item is not immediately available, such as food which must be prepared, you can either print a ticket (perhaps in the kitchen) for the item, or create an order in the Orders screen.

For setting up automatic creation of orders for specific items, see the Admin ▸ Items ▸ Order From.

To create an order without a sale, ring up the items and click the **Order Options** button then the **Order Only** button.

The ordering system can also print the order on a remote printer.

For more information on the orders system, see Orders.

If the ordering system is not being used, then you can simply print a docket remotely on a remote printer.

For setting up automatic printing of items on a remote printer, see Admin ▸ Items ▸ Print Receipt.

To manually print a docket to a remote printer, use the **Print** button, and select the appropriate location.

8.6.12. Assigning bowling

The **Bowling** window in the **Payments** screen is used to assign or transfer bowling from the current customer to another customer.

Previous Balance is the amount of bowling previously purchased by this customer, less any amounts that have been assigned to another customer, and less any amounts that have already been bowled and checked-out.

This Sale is any additional bowling purchased in this sale.

Bowled is the amount already bowled by this customer on lanes that have not yet been checked-out.

Remaining = **Previous Balance** + **This Sale - Bowled**.

To assign bowling to another customer, select the customer from the list. By default, the entire remaining balance will be transferred, but this amount can be changed.

The **Add Bowler to Lane** and **Add Bowler to Booking** buttons only appear after a sale is complete, and when either the Check-In or Modify screens are open in t he Lane module, or the New or Modify Booking screen is open in the Booking module.

These buttons add the customer to the next available position on the lane or booking. If the lane or booking does not yet have a main customer, this customer becomes the main customer.

These buttons are simply a shortcut way of changing to the Lane or Booking screen and selecting a main customer, or linking a bowler position manually.

For more information, see Working with Customers ▸ Customers and Bowling.

8.6.13. Bowling Key

The **Bowling Key** is located at the top right of the **Sales** screen and is used to both display and automatically ring-up a customer's bowling. This bowling may be owing by the customer (**Pay**), or is to be refunded to the customer (**Refund**).

Clicking on the key will ring-up the amount of bowling shown. If the rate of bowling is not known or is ambiguous, or some bowling has already been rung up, the key will remain in the down position. In this case, click on the appropriate bowling rate first, then the additional frames or time rate if needed, and finally the shoe rate if needed. As long as the **Bowling Key** remains down, the quantities of each item will be adjusted automatically to match the amount bowled.

When there is no bowling owing or to be refunded, the **Bowling Key** displays "**No Bowling**".

By default, the Bowling Key will ring up the full amount of bowling owing or to be refunded. However that may not always be necessary in order to check out a lane. See System Setup ▸ Lanes ▸ Check Out Allowance

For CDE leagues, the amount shown is what will be owing if all currently entered bowlers bowl the full amount of games, rather than what has already actually been bowled. This allows for automatically ringing up the league before the league has finished bowling.

If the **Bowling Key** is **GREEN**, then the full amount of bowling has been rung up.

If the key is **ORANGE**, then the amount of bowling remaining or still owing is within the Check Out Allowance. There is no need to ring up any more bowling, although the exact amount may be rung up if desired.

If the **Bowling Key** is **RED**, then the bowling remaining or owing is outside the allowed limits, and more must be rung up for a successful check out.

The colours are the same that will appear on the **Check Out** key in the **Lanes Screen**.

When not checking out a lane, the **Bowling Key** will appear **BLUE** if *any* bowling is still owing or to be refunded.

The Bowling Key is a useful tool to ring up the default amount of bowling at the default rate, but other amounts may be rung up instead, or in addition to, the default.

For example, say the default rate is Adult bowling and 4 games have been bowled, three by adults and one by a child. By default 4 Adult and 4 Adult shoes have been rung-up. To change one to a child, click on the Child rate, then the Child Shoe and then click the **Bowling Key** again. This will deduct one of the adult games and an adult shoe, so that total amount of bowling (4 games + 4 shoes) is still correct.

When using the bowling key on a lane with mixed bowling rates, the rates automatically rung up may not be correct. This is because unless each bowler has been correctly assigned his or her rate, Touch Desk cannot determine what the rate for each frame should be. In all cases, the operator should check what has been rung-up and correct it if necessary.

8.6.14. Adding notes

Two types of notes can be added to a sale.

A **line note** is a single line of up to 25 characters that is inserted into the list of items that have been rung-up. Use the **Add Note** button to add a line note. This type of note is useful for adding special instructions on food items, such as “extra sauce” or “no mayo” after a burger item. Multiple line notes can be added after any item anywhere in the item list. You can add more than one line note if one is insufficient.

There is also a **Notes** box on the payments screen. This type of note is added to the bottom of the entire sale rather than to an item, but it can be many lines long. For example, this type of note could be used for an explanatory note when free bowling is sold.

Another importance difference between the two types of notes is that the payment screen notes will always appear on any printouts or orders generated from this sale. Line notes are considered part of the item immediately above, and will therefore only be included in the order or printout if that item is also to be included.

8.6.15. Reviewing a Sale

The ◂ (Prev Sale) and ▸ (Next Sale) buttons near the centre of the screen allow the user to view recent sales from this terminal. The sale is loaded on screen in grey, showing that it is complete and cannot be changed or erased. Clicking **Clear** on a completed sale will not erase it, but will clear the screen ready for a new sale.

The green arrow buttons also navigate through recent sales, but show only sales matching the current customer.

The **Search** button (magnifying glass) brings up a list of recent sales. Click on **Select Transaction** to load a sale for review, or **Select Customer** to select the customer from a recent sale for use in a new sale.

Loading up a recent sale into the sales screen in this way is useful for –

- Reviewing the sale
- Re-Printing a receipt
- Voiding or reversing a sale.
- Adding a tip to a sale
- Selecting a customer to make a further sale or completing a previous pre-authorisation transaction.

Note that only recent sales from this terminal are available here. To view sales earlier than this, or for other terminals, use Admin ▸ Point of Sale Reports or Admin ▸ Transactions.

To view all sales for a specific customer, use the Customers ▸ Sales Tab screen.

If the Sales screen is left unattended for a short time, any lines that have been rung-up will be automatically cleared. However they will be saved and can be retrieved using the ◂ (Prev Sale) button.

8.6.16. Interrupting a Sale to make another Sale

The ◂ (Prev Sale) and (Next Sale) ▸ buttons can also be used to navigate between sales that have not been completed.

For example, if a sale has been entered but not completed, clicking the ▸ button allows the first sale to be interrupted to make another sale.

Click ◂ (Prev Sale) to return to the interrupted sale.

8.6.17. Reversing a Sale

Once a sale has been completed, it cannot be erased or modified in any way.

However it can be reversed by ringing up the inverse of the original sale.

The quantities of each item sold and any payments should be the negative of the original sale.

The **Void Sale** button will do this automatically for any recent sale that can be found by using the ◂ and ▸ buttons. For sales older than this, the reversed transaction must be rung up manually using negative quantities.

If the **Void Sale** button is greyed out, then either the current sale has already been voided, or the current sale is itself a void of another sale.

8.6.18. Showing Balance

Clicking the **Show Balance** button will display –

- the current balance for Trust Fund items.
- the current on-hand count for stock items.
- the latest cost of buying for stocked items, as long as the current user has permission to view cost prices.

Clicking **Show Prices** returns to the normal price display.

See Making an Adjustment for adjusting trust fund balances, stock counts and cost prices.

8.6.19. Making an Adjustment

Adjustments are used to alter the balance of a trust fund or a customer's account, or to alter the amount of stock on hand without making a sale. This is necessary to accurately reflect transactions that are made outside of Touch Desk and are not included in Touch Desk's banking.

Adjustments do not appear on any income reports, but will appear on trust fund statements, customer statements, and stock reports.

Adjustments are NOT exported to the accounting package, so they must be entered manually the same as any other transactions that are not part of Touch Desk's banking.

Adjustments can also be used to alter a customer's games or time bowling balance, for example to correct a league's balance that has been rung up wrongly in previous weeks.

Some examples are below.

Trust Fund Example -

A league prize fund may be setup for a league.

Each week, each bowler contributes to this prize fund. A combo key can be used to ring-up a sale consisting of the bowlers' game fees and the prize fund contribution.

At some time during the year, the bowling centre writes a cheque to purchase trophies. This cheque is to be funded from this prize fund.

In order for this cheque withdrawal to appear on a trust fund statement from Touch Desk, it must be entered into Touch Desk using **Adjust Only**. The appropriate league trust fund key is used to ring-up the amount of the cheque. As money is being withdrawn, the amount must be negative. Click **Adjust Only**, and **OK** to complete the transaction.

If Touch Desk's trust fund statements are not being used, there is no need to enter this cheque withdrawal in Touch Desk.

If Touch Desk is linked to an accounting package, the cheque must also be entered in the accounting package in the normal way.

Note that if cash is withdrawn from the till and used to purchase a trophy, then the **Adjust Only** key should **NOT** be used, as this payment **IS** included in Touch Desk's banking.

Stock Purchase Example -

When items are purchased for stock, the **Adjust Only** key is used to update the stock level within Touch Desk.

The number of items purchased, along with the purchase price should be rung-up. As items are being purchased, not sold, the number of items should be negative. Click **Adjust Only**, then **OK** to complete the transaction as normal.

Touch Desk will update the on-hand stock count for this item, and calculate the average cost price based on the price entered. Both the on-hand count and the cost price can be displayed in the **Items** screen, or on the **Sales** screen by clicking **Show Balance.**

Customer Account Example -

A customer who owes money can make payments in several ways. If they present cash, a cheque or a credit card at the counter, the payment can be rung-up through Touch Desk in the usual way.

But if the payment is not included in Touch Desk's banking, for example a direct deposit is made into the bowling centre's bank account, then the deposit must be rung up as an **Adjustment**.

Select the Customer and enter the amount paid in the **Cash/Total** field. Click **Adjustment Only** the **OK** to complete the transaction.

If an accounting package is being used, the deposit must also be entered into the accounting package in the usual way.

Note that separate amounts for cash and other payment types are not required for Adjustments, only a total is needed. This is because this amount is not actually being banked by Touch Desk.

8.6.20. Splitting a Bill

Sometimes it is necessary to split a bill so that each customer can pay separately.

To split a bill –

- Go to the **Sales** screen
- Click **Clear Screen** to ensure the screen is clear
- Select the customer with the original bill in the customer panel
- Click **Split Bill**. A list of items from the original bill will be displayed.
- Enter the amount of each item to split from the original bill then click OK.
- The selected items will then be automatically rung up for a new customer. Collect payment from the customer and complete the sale as normal.

In addition to the new sale, Touch Desk will remove the items from the original bill by creating a negative (or void) transaction for the original customer.

The following important points should be noted when splitting bills –

- The new sale should be to a new customer. Do not select the original customer for the new sale, or the split items will be put back on the original bill. For loyalty programs, this allows the paying customer to be credited for the sale, even though the items were originally rung-up as part of the original sale.
- Any bowling (frames or time) contained in the split items is assigned back to the original customer. Do not make any changes to the assigned amounts displayed in the **Payments** screen.
- The **pricing level** and **pricing period** can be changed by selecting an appropriate level or period prior to clicking **Split Bill**. If both the level and the period are set to default, then the level, period and price used in the new sale will be the same as the original sale.
- If price changes for this item are allowed, then the price can also be changed in the new sale.
- Discounts applied to the original bill will be carried through to the new sale.
- Some tax and discount calculations may require rounding. Splitting a bill may therefore introduce rounding discrepancies and the final bill may differ from what is expected by a few cents.

- It is not possible to split every item from the bill. The last customer should simply settle the original bill once all other customers' items have been split.
- If the original bill was rung up as tax exempt, then each new sale must also be tax exempt. Splitting bills between tax exempt and non tax exempt customers should be avoided. Ring up these customers' purchases separately in the first instance.
- The user splitting the bill generally does not need the user level required for any pricing changes or discounts used in the original bill. For example, a user without permission to use the Staff Discount pricing level can still split a bill that has been rung-up using the Staff Discount level.
- Additional items may be added to the new sale if required, without affecting the split of the original bill.

8.6.21. Combining Bills

Bills for customers can be combined by transferring the amount owing from one customer to another.

To transfer an amount –

- Begin a new sale for the customer with the outstanding amount.
- Select the customer to whom this amount is to be transferred in the Transfer drop down box (just below the two Tender Type boxes)
- Click on the adjacent $ sign to transfer the entire amount owing, or enter the amount to be transferred.
- Click OK to complete the sale.

Note that it is also possible to transfer amounts in the other direction by entering a negative amount.

The transfer will be shown as a separate transaction, and not part of the initial sale.

When checking out Lanes or Tables, use the **Include** check box on the Bowler or Customer screen to automatically combine several bills into a single payment.

8.6.22. Managing Tips

Tips can be collected at the time of sale, and deposited into the cash drawer, or included in a credit card or EFTPOS sale, then paid out to employees at a later time.

See Editing Items ▸ Trust Funds to set up a trust fund for storing tips, then Terminals ▸ Tip Item to select the appropriate trust fund for each terminal.

The tip item can be either a general trust fund, for pooling all tips together, or a customer trust fund to allow each tip to be allocated to an employee.

Even when pooling tips into a general trust fund, a different trust fund can be selected for each terminal. For example, one can be selected for the bowl and another for the cafe.

In order to allocate tips to individual employees, each employee must have an entry in the customer database, and the employee field on the details tab must be checked.

To collect a tip during a sale, enter the amount, and optionally the employee to receive the tip, when prompted at either the Cash Sale screen, or the EFTPOS sale screen. The tip amount will be added to the sale.

To collect a tip not associated with a sale, select the employee as the customer for the sale, click on the Tip item key, then collect the tip in the same way as any other trust fund deposit.

Tips are paid out in the same way as other trust funds. For example, for tips allocated to each employee, click on the Tip item, then the employee, then complete the sale as normal, removing the amount shown from the cash drawer.

The user level set for tip item withdrawals will be required to withdraw tips, with the exception that any user may withdraw their own tips.

8.6.23. Using Rewards

Rewards can be earned by the customer when purchasing an item, and then later redeemed by the customer in return for other items.

It is therefore important to correctly identify each customer for each sale. While this can be done by asking them for their name or mobile and doing a quick customer search, the easiest way is to issue each customer with their own customer card.

Having a card will also allow them to log in to the lane console so that their bowling, and any rewards associated with that, is attributed to them without having to enter their user name and password.

For setting up rewards, see Admin ▸ Reward Programs

The earning of rewards takes place automatically in accordance with the rules setup for that reward. The rewards earned are shown as a positive value in the subtotal section of the POS screen. Use the adjacent detail button to display more detail on the rewards earned.

Earned rewards will only be saved if the current customer has some contact information entered. Touch Desk will prompt to delete the rewards if this is not the case.

Customer receipts will show their current reward balance. The balance is also displayed in the customer summary screens.

To redeem rewards, click the **Redeem** button in the lower right of the POS screen. Select the rewards program to be used, or **None** to return to cash sales.

The pricing of any items that can be purchased via redemption will now change to show the price in rewards, along with any additional cash price if applicable.

Click on an item to ring it up as usual. The rewards used for redemption will be shown as a negative value in the subtotal section of the POS screen. Any additional cash will require payment as usual.

A single sale can contain both normal and redemption items. Use the redemption button to select the correct mode before each line is rung-up.

A redemption sale will not proceed unless the selected customer has the required number of rewards.

A line item which is being sold via redemption will not earn any rewards even if setup to do so.

Rewards can also be earned automatically from bowling as per the setting on the Lanes ▸ Self Serve ▸ Tickets tab.

8.7. Orders

The **Orders Screen** is used to display and manage orders placed by customers. These orders could be food orders for the kitchen, or orders placed through the pro-shop for bowling balls, shoes, etc.

Orders can be in one of the following states-

- **New** – order has been placed, but no action has been taken.
- **Processing** – work has started on the order. For a food order this might indicate someone is preparing the meal. For a pro-shop order it might indicate the order has been placed with the supplier.
- **Ready** – The order is ready for collection.
- **Collected** – The order has been collected by the customer
- **Later** – The order is not due to be delivered until a later time
- **Cancelled** – the order is no longer required.
- **Complete** – orders that have been collected and paid for are automatically assigned the **Complete** status. Orders for lane or table customers that have been collected are also assigned as **Complete** even if they haven't been paid for, as the lane or table is used to track payment.

Each individual line in the order can have a different status. For example, some items might be **Ready** while others have been **Collected**.

The **Orders Screen** is used to change the state of an order or an order line.

The Digital Signage system can be used to display a **Slave Order** screen, and a **Customer Order** screen.

The **Slave Order** screen is similar to the Touch Desk order screen but is for display only. It is typically mounted overhead in the kitchen area in view of staff as they prepare meals.

The **Customer Order** screen is a customer facing screen used to notify the customers that their order is ready.

When an order is ready for a customer that is checked in to a lane, then an "Order #xx is ready" message can also be sent to the lane automatically.

Orders can be sent to a remote printer if a paper docket is required.

8.7.1. Setting up Orders

See Admin ▸ Setup Areas ▸ Orders Tab for general order settings that apply to each Sales area.

See Admin ▸ Setup Terminals ▸ Screen Tab for setting the number of columns displayed on the order screen.

See Digital Signage ▸ Orders for setting up **Slave** and **Customer** order displays.

See Lane Information Screen ▸ Display Tab ▸ Show Orders for enabling the display of the Order Ready message on the lane screens.

See Admin ▸ Items ▸ Order From to define which items should be "ordered".

8.7.2. Orders Screen

The Orders Screen displays the orders for each area. The orders are shown in a list across several columns and multiple pages as needed.

The newest or latest orders are conventionally shown at the TOP of the list, with the oldest at the bottom. Therefore orders work their way down the list as new orders are added to the top. However, this order may be reversed with the **Sort** button.

The list is further divided into at least 3 pages or sections –

- **LATER** – the top page shows orders whose status is **LATER**. These orders are due sometime in the future. Newer orders (furthest in the future) are at the top.
- **NOW** – All active orders are shown here. Status is **NEW**, **PROCESSING**, **READY** or **COLLECTED**. They are shown in the order they arrived in the **NOW** queue, with the newest at the top.
- **DONE** – Orders that have been **COMPLETED** or **CANCELLED** are shown here. Newest by time the order was due are at the top.

You can use the **UP** and **DOWN** arrow keys to move through multiple pages and sections, or use the **LATER**, **NOW** and **DONE** short cut keys to go directly to a section.

LATER orders will automatically change to **NEW** at the due time, and will then appear with the active orders**.** The Master terminal for the area must be running for this to take place. See Admin ▸ Setup Terminals ▸ Master. **LATER** orders may also be configured to enter the order queue a fixed time before the actual due time. See Admin ▸ Areas ▸ More Orders Tab ▸ Place Advance Orders Early.

CANCELLED or **COMPLETED** orders are only shown if they have been changed within the last hour. This allows them to be selected and returned to another status in the case of accidental cancellation. **CANCELLED** or **COMPLETED** orders older than one hour are not displayed and cannot be recalled.

The number shown at the top left hand corner of each order is the last three digits of the transaction number. This will correspond to the large number printed on the customer's receipt, if enabled. See Admin ▸ Terminals ▸ Printers ▸ Large ID. If there is no sale associated with this order, then this number is blank.

The top of each order will also show the customer's name if entered, and their location if they are currently checked in to a lane or table.

If the customer area is yellow or red, then this indicates that the customer has not yet paid for this order. Either the customer has a negative balance, or some items in the order were created without a sale and have not yet been rung-up.

Yellow indicates that the customer is on a lane or table, and if payment is not made upon collection it will be added to the lane or table tab for payment at check out.

Red indicates that payment is due immediately upon collection of the order, as the customer is not on a lane or table or has requested to pay upon collection

The status of the entire order is shown by its colour, as per the status buttons on the right hand side. If any lines have a different status, then they will be shown in the appropriate colour.

The time in the top right hand corner is the time the order is due. This is assumed to be immediately the order is placed for most orders, or the preset time for **LATER** type orders. If this time is within an hour of the current time, it is shown as a number of minutes. For example, **4 minutes** (due in 4 minutes time) or **-3 minutes** (due 3 minutes ago).

Use the **ALL**, **NONE**, **THRU** and **AND** buttons to select multiple orders.

Use the **Customer** button to select orders for a specific customer. The currently displayed page will be searched first. This allows searching specifically for later, or current orders. If no orders for this customer are found on the current page, then all other pages will be searched in order. If multiple orders are found, only the page containing the first order found will be displayed.

The number shown on the Orders button as below is the number of active orders for the area to which the terminal belongs.

8.7.3. Creating an Order

Orders can be created in either of two ways. Firstly the items must be rung-up in the sales screen, then either –

- Complete the sale as usual. This is the preferred method. The customer can either pay now, or it can be added to their tab using the **Later** button as usual.

- Use the Order Only button on the Order Details screen to create an order without an attached sale. There is no sale, and the customer is not charged yet. The sale can be rung up when the order is collected. This is best for simple one off orders that will be paid for later

Note that the items automatically included in the order are in accordance with the Order From settings for each item in the sale. The Order Details button can be used to view or change the order.

8.7.4. Order Details screen.

The **Order Details** screen is available from the **Sales** screen. It displays the order and allows some changes as follows –

Line Items. Each line item is displayed, along with the quantity to be ordered, the area to be ordered from, and if the line is to be ordered at all. These settings are initially determined by the Order From settings for each item as it is rung up. However any of these details can be changed as required. Note that the quantity to be ordered can never exceed the quantity sold.

Due Time. The order may be delayed by entering a new time for the order, or using the **Now**, **+10, +15, +30** or **+60 minutes** buttons. The status of a delayed order is set to **LATER** when it is created, whereas an immediate order is set to **NEW**. When changing from **NEW** to **LATER**, local items will change from not-ordered to ordered and vice versa.

When a delayed order becomes due, its status will automatically change to **NEW** and it will then appear in the active page of the orders screen. If order printing is enabled, it will also be automatically printed at this time.

Link to booking. Tick this box to link this order with the booking shown. The booking should be selected in the booking sheet. See Linking an Order to a Booking

Booking Time. This set the order due time to be the same as the booking start time when the order is linked to a booking. The various plus time buttons can then be used to set the time to anytime during the booking as desired.

Show Order Ready Message on Lanes. An Order Ready message can be sent to a lane automatically when the order status is set to **READY.** This check box has 3 settings –

- Not Ticked (blank) – the message is not sent
- Ticked – the message is sent
- Default (blue box) – whether or not the message is sent is determined by the default settings for each sales area

See Orders ▸ "Order Ready" lane messages for more information and settings.

Lane. A lane number can be entered for the Order Ready message above. Note that if this order is linked to a customer who is on the lane, then it is not necessary to enter a number here. See Taking a Lane Order.

Order Only. Sometimes it may be desirable to simply create an order without any sale transaction at all. This can be achieved by ringing-up the desired items, then clicking the **Order Only** button. As there is no sale transaction, there is no 3 digit reference number to refer to the order. If the order appears on a lane or digital signage screen as ready, it will simply show as 000.

This function is rarely required, and therefore Admin ▸ Sales Areas ▸ Create Order without Sale is usually set to **NO ONE**.

Cancel Order. Cancels the entire order (un-ticks all line items)

8.7.5. Changing an Order's Status

To change the status of an order, for example from **New** to **Processing**, click on the order in the **Orders Screen**, then on the required status button on the right hand side.

It is not necessary to progress through all the steps, you can jump from one to another as required. For example from **New** straight to **Collected.**

To change a current order to **LATER**, use **Modify** as a time and/or date will also need to be entered.

All order lines will be brought to the same status as the order itself, unless the line is **CANCELLED**. To change the order status line by line, click on **Modify**.

8.7.6. Adding to an Order.

You can add to an existing order by first clicking on the order, then going to the **Sales** screen, and ringing up the new items as you would for a new order.

You will be prompted to **Add to the existing order**. If you answer **No**, a new order will be created.

It is strongly advised that you do not mix items that have been rung-up (in a normal **Sale**) with items that have not (**Order Only** button) in the one order.

While Touch Desk will successfully track payments in this case, it may not be obvious to the user as to what has and has not been paid.

8.7.7. Deleting from an Order

If the order was created from a sale, then select the order, and then ring-up a negative quantity of items to refund the customer as usual. Then add this to the existing order as above. Both the initial sale and the refund will appear on the order, so that the staff preparing the order are aware of both the original order and the refund, in case preparation has begun.

If the order was created without a sale, simply **Modify** the order and either cancel the line, or set the quantity to 0.

8.7.8. Modifying an Order

To modify an order prior to it being created, or the sale completed, use the Order Details button on the **Sales** screen.

To modify an existing order, click on the order in the **Orders** screen and then **Modify**.

Modify allows you to –

- Change the status of an individual line
- Change the status of the entire order (click on the box where the status is displayed)
- Edit the notes
- Select an order customer if not already set
- Enable or disable sending an Order Ready message to a lane.
- Set a Lane Number to send the Order Ready messages to. This is only needed if this order is not already linked to a customer that is on a lane.
- Print the order to the local receipt printer.
- Link the order to a booking. See Linking an Order to a Booking.
- View the linked booking.

If the order was not created from a sale, then you can also

- Change the quantity of any item

To add instructions for kitchen staff at the time of sale, use the **Notes** field on the **Payments** screen, as these notes are also attached to the order.

Note that for orders assigned to a customer, the customer summary box on the right of the screen shows the summary as usual. However, if the order has NOT been assigned to a customer, yet has been paid for with a sale, then a copy of that sale transaction is shown here.

8.7.9. Collecting Payment

A yellow or red bar at the top of the order in the **Orders Screen** indicates that the order has not been fully paid for.

Yellow indicates that the customer is on a lane or table, and if payment is not made upon collection it will be added to the lane or table tab for payment at check out.

Red indicates that payment is due immediately upon collection of the order, as the customer is not on a lane or table, or has requested to pay upon collection.

For more detailed information, click **Modify**. The **To Pay** box may show –

- An amount. The order is linked to a customer. This is the customer's current balance, and may include transactions outside of the order.
- A number of items. This is the number of items in the order that have not yet been rung-up
- "There is no sale for this order"

The last two will only appear when this order was created using the Order Only button, that is it was NOT created from a sale.

A warning will appear whenever the order status is changed if the order has not been fully paid for.

To collect payment, click **Modify** then **NEW SALE** button. The **Sales** screen will appear with the customer's current balance (including items outside this order) and any items not yet rung up will be added.

To ring up items for an **Order** that was created without a sale, use the **New Sale** button on the **Modify** screen. Any items not yet rung-up will appear in the sales screen. Any additional items added to the sale, will be added to the order also.

8.7.10. Taking a Lane Order

When taking an order for a person on a lane, then the order must be associated with that lane so that the Order Ready message can appear on the lane's screen.

If all orders are paid for up front, or the lane is running a single tab, then simply click on the lane prior to making the sale and thereby use the main lane customer for all sales and orders. As this lane customer is checked in to the lane, the Order Ready messages will automatically appear there.

However, if people on the lane are ordering and paying later either when they collect the order or when they leave, then there must be a separate customer record for each person. Unless this customer record is associated with the lane, then the Order Ready message will not appear at that lane.

To create a separate customer record for an individual bowler and make a sale to that customer, go to **Lanes ▸ Bowlers Tab** and click on the new sale button **($)** to the far right of the customer's name.

Alternatively, any order can be associated with any lane by entering an ad-hoc lane number in the Order Details screen or the **Orders ▸ Modify** screen. Note that this lane number is used only for sending Order Ready messages to the lane. This customer is not actually part of the lane, and therefore any money owing will not appear as part of the lane or prevent checkout. Nor will this customer move with the lane if it is transferred to a different lane or table, or checked out. The lane number will not appear on any receipts for this bowler. To keep the customer associated with the lane properly, use the **Lane ▸ Bowlers Tab** as described above.

Another use of the ad-hoc lane number would be for tables behind the lanes. Enter the lane number in front of where the customer is sitting and tell them to watch that screen for their order number. This is a cheaper alternative than running digital signage screens across the house to announce orders, and is more convenient for the customer than watching a centralised screen at the snack bar.

Also note that in order for the message to appear on the lane's screen, then Lane Information Screen ▸ Display Tab ▸ Show Orders must be enabled.

8.7.11. “Order Ready” lane messages

An “Order Ready” message can be sent to the lanes automatically when an order’s status is changed to “Ready”.

The lane that the message is sent to is determined by either –

- The lane that the customer for the order is currently on
- Or a lane number that has been manually entered in either the Order Details screen or when modifying an order.

These messages are usually only disabled if the order is to be delivered to the customer, rather than the customer having to go to the counter to collect the order.

Each sales area has a default setting for enabling this message. For example, if the center has bar waitress’s delivering drinks only, but the customer must collect their food, then the message can be enabled for snack bar orders, but disabled for the bar.

See Admin ▸ Areas ▸ Orders ▸ Send “Order Ready” to lane to set the default for each area.

This default can be changed at the time of ordering in the Order Details screen, or after ordering in the Modify Order screen.

For orders placed at the lane consoles, the default can be changed by the Lanes ▸ Modify ▸ Self Serve Tab ▸ Show “Order Ready”.

For all cases, the individual lane where the message is to appear must have Lanes ▸ Modify ▸ Display Tab ▸ Show “Order Ready” enabled.

8.7.12. Bar Orders with a Liquor Dispensing System

When a liquor dispensing system is in use in LOCKED MODE, then liquor sales at a specific terminal must agree with the liquor dispensed at that terminal.

However, the ordering system can be used to allow the liquor to be dispensed at a different terminal to where the sale takes place. This is particularly useful when mobile terminals are used to take bar orders.

To setup for his scenario, see Admin ▸ Setup Terminals ▸ Liquor Dispensing System. Configure the bar terminals for LOCKED MODE with attached LDS. The bar terminals should belong to their own area (Bar Area)

For each liquor item, set the LDS Lock, set Order From to the Bar Area, tick **Remote Order** but do NOT tick **Local Order**.

At all other terminals that can take bar orders, but not dispense the liquor, set the Liquor Dispensing System to NONE. These terminals must also belong to a different area to the bar terminals.

To sell bar items outside the bar area, simply ring up the items as usual and an order will be created.

To dispense the order at the bar terminal, click on the order and then **Modify,** or just double click on the order. If any items in the order are to be dispensed, then the quantity remaining will be shown at the right hand end of the item description. For example, a "4" indicates that there are still 4 of these items to be dispensed. Use the LDS to pour the drinks while this screen is open and this count will decrease. If the LDS is in **Pour with Release** mode, then it will pour only those items listed in the order.

As each line item is fully dispensed, the line status will change to READY. When all items are READY, the entire order status will change to READY and the **Order Modify** screen will close.

8.7.13. Linking an Order to a booking

Orders for food and beverages can be taken along with lane (or table) bookings and will then automatically be placed in the queue at the appropriate time.

While any order can be set for a later time, linking an order to the booking has the following advantages –

- The order will appear on the Orders Tab of the booking. This provides an easy way to view or modify the orders. The orders can easily be confirmed with the customer at time of check in.
- If the booking is deleted, any linked orders will also be deleted.

- If the time of the booking is changed, the due time for any linked orders will be changed appropriately. For example, if a meal is ordered for 30 minutes after the start time for the booking, and the booking time is changed, then the order due time will also be changed to still be 30 minutes after the new start time. Note that the booking must be moved to the new time for this to occur. Manually checking in a booking early or late will NOT change the order time.
- The order will not be changed from LATER to NEW automatically, unless the booking has checked in to the lane or table. This ensures that the orders for any no show bookings are not processed, and that changes to the orders can be made at time of check in. For bookings set to auto-checkin on a lane, the lane must also have started (been taken off HOLD).

The easiest way to link an order to a booking is to use the **NEW SALE** button on the booking screen. The **Sale Screen** will open preconfigured to link any orders to the booking.

You can also manually select the Link to Booking option in the Order Details screen when creating the order, so long as the desired booking has been selected in the booking sheet first.

For orders that have already been created , use the **Link to Booking** option in the Order Modify screen. The desired booking must be already selected in the booking sheet.

The **View Booking** button in the Order Modify screen can be used to quickly find and view the linked booking.

Likewise, the **View Order** button in the Orders Tab of the booking can be used to quickly find and view the linked order.

8.7.14. Order Examples

This section shows the typical use of the **Order From** settings.

To mark an item as requiring an order, see Admin ▸ Setup Items ▸ Order From.

An item can configured to be ordered only when sold from an area other than the area for which it is ordered. See Admin ▸ Setup Items ▸ Local Order.

For example, in a snack bar, both meals and drinks could be set to **Order From Snack Bar**. Yet only the meal would have **Local** ticked. In this case, any drinks sold at the snack bar register would not generate an order, as the customer is handed the drink straightaway. But if a drink is sold elsewhere, say at the lanes terminal, then an order is generated, as the drink must be delivered to the lane customer at some future time.

This feature is also very useful when using a mobile tablet to take food or beverage orders. The tablet should be set to belong to a new area (not snack bar or bar), and all food and beverage items set to be ordered from the relevant area (snack bar or bar) so that any orders taken on the tablet appear in the orders screen. Yet many of these items would need the **Local** setting disabled, otherwise orders would be generated for all drinks sold at the bar and snack bar registers as well, not just the meal items that need preparing.

However, items marked as not required when sold locally will still be ordered if the order is delayed (status is **LATER**). For example, a bowl, meal and drink combo deal might be sold when the customer arrives, yet the meal and drink order delayed for 60 minutes to be served after the game. In this case, local items like the drink would still be ordered, rather than collected immediately.

For long term orders such as a bowling ball which may take days to arrive, a trust fund or deposit key can be used to create the order and collect a deposit, and then the balance of the ball rung up when it arrives. This is a better alternative than ringing up the ball itself when the order is placed and using that item to create the order, as the ball sale would then appear in that day's sales figures.

8.8. Customers

The Customers screen is used to find, view and edit customers. See Basic Operation ▸ Working with Customers for an overview on how Touch desk uses customers.

Although primarily used for customers, this database can also be used to store other contacts such as suppliers or employees. However the term "customer" will be used throughout this document when working with this database.

The Customer List displays the following fields –

- **Name** is the name of the customer
- **Location** shows any lanes or tables that this customer is currently on. This includes customers where the lane or table has been turned off, but not yet checked out.
- **$** is the customer's current balance. A negative value indicates that the customer owes money.
- **Games** is the customer's current game balance. A negative figure indicates that the customer owes games.
- **Time** is the customers pay by time balance. A negative figure indicates that the customer owes time.
- **Last Used** is the time the customer last made a purchase, checked in to a lane, or made a booking.
- **Contact** is the customer's phone number and address details.

Customers who owe money, but do not have a credit account, are shown in **RED**. Customers who owe any bowling (games, time, or shoes) but not money are shown in **ORANGE**. All other customers are **GREEN**.

- To create a new customer, click **New.** A new customer is also automatically created if a lane is checked in or out, bowling items are sold, or a new booking is created without entering an existing customer.

- **To edit an existing customer,** click on the customer then click **Edit**, or just double-click on the customer.

- **To delete a customer,** click on the customer then click **Delete.**

- **To edit or delete more than one customer at once,** use the **Ctrl** and **Shift** keys with the mouse to select multiple customers then click **Edit** or **Delete**.

- **To change the sort order of the list**, click on the column header to be sorted. For example, click on NAME to sort by name. An arrow will show the current sorted column. Not all columns support sorting.

Note that customers who are still on a lane, or do not have a zero balance of bowling or money owing cannot be deleted. Users can also be restricted from deleting or editing customers in various ways. See Admin ▸ System ▸ Customers Tab.

- **From Lanes** will display a list of all customers currently on the lanes, including previous customers that have not yet been checked out. If a lane is selected in the **Lanes** screen, the customer's details from this lane will be displayed.

- **From Tables** will display all customers currently on tables in any area. If a table is selected in the **Tables** screen, the customer's details from this table will be displayed.

- **From Sales** will list all customers from recent transactions on this terminal. If a customer is currently selected in the Sales screen, that customer's details will be displayed.

- **From Orders** will display all customers that have an order currently on the Orders screen. If a Order is selected in the **Orders** screen, the customer's details from order table will be displayed.

- **From Bookings** will list all customers currently on the Booking Sheet or Booking List for that area. If a booking is currently selected in the Bookings screen, the customer details from that booking will be displayed.

- **Recent** displays recent customers as shown in the Customer drop down box when selecting a customer in various parts of the Touch Desk. It includes any customer with any activity within the last 2 hours, or who is currently on a lane or table.

- **$Owes** will show all customers who currently owe money, excluding customers that have an account. Use General Reports ▸ Customer Statements to show amounts owing from account customers.

- **Email** will create a new blank email to all the customers currently selected in the list. If none are selected, the message will be sent to all. If more than one are selected, then the email will be addressed to the bowling center and BCC'd to each customer. Note that there must be an email client such as Thunderbird or the Windows Mail App installed & setup on this computer. See Emails for more information.

- **SMS** will send a text SMS message to all the customers currently selected in the list. If none are selected the message will be sent to all.

- **Export** will export ALL customer fields for the customers currently shown on screen to a CSV format file. This file can be used by other applications to access the customer database.

  To export only some fields, use an appropriate report. For example, see General Reports ▸ Customer Addresses

- **Print** will print the current customer list as displayed. For more options for printing customers, use an appropriate report For example, see General Reports ▸ Customer Addresses

- **Quick Search** will bring up a search screen with basic fields such as name and phone number

- **Advanced Search** brings up the advanced search screen, with many options for searching.

- **Refresh** will redisplay the list of customers, updating any changes that may have occurred since it was last displayed.

- **Clear** will clear any selected customers in the list. If a customer is left selected, Touch Desk will attempt to preselect it for the next operation. Clearing all selections when finished with this customer will prevent this. Clearing the selection does not delete the customer.

8.8.1. Customer Details

This section lists the fields displayed for each customer.

Name is a descriptive name for the customer. When customers are created automatically, it is a default name like "New Sale at..." It can be a nick name or a shortened name for individuals.

Customers may be either **Individuals** or a **Group** (such as a League, School, or company);

For customers who have been imported from the CDE Master Bowler Database or from an external linked event, their **Imported ID** number will be shown. For CDE, this is the Master Database ID. Note that fields shown in red should not be changed in Touch Desk, as they will be overwritten the next time the bowlers are imported. Instead, change these details in CDE or the external program, then re-export the bowlers. See Customers ▸ CDE Tab ▸ Create customer for each bowler.

Find ID is used to find an existing customer from their ID number when creating a new customer for a new sale, booking, or lane check.

8.8.1.1. Contact Tab

Contact is the full proper name of the contact person for this customer. This can be different to the **name**; for example when the customer is a group or league, or a nick name is used for the **name**.

First Name is a friendly name that can be used when composing messages or addressing the person. It is traditionally their first name, but for some nationalities it may be their last name.

Contact Details such as **Address**, **City**, **State**, **Zip**, **Phone, Alternate Phone** and **Email** can be used for loyalty programs or marketing purposes.

Phone numbers must be entered with digits only, but a user friendly display format can be specified in Admin ▸ System Setup ▸ Customers ▸ Phone Format.

Tick the SMS box of the number that can be used for SMS messages by the Message Center. The phone button can be used to send an SMS immediately.

To send an email to the currently selected customer, click the **Mail** button beside the email address. Note that there must be an email client such as Thunderbird or the Windows Mail App installed & setup on this computer. See Emails for more information.

SMS numbers and email addressed may need to be confirmed by receiving a reply from them before they are used for further messages. The **Confirm** drop down shows the status of this process, and will be automatically set to **No** whenever the SMS number or email address is changed.

The customer can select their preferred method of contact for some message types, and this is shown in the **Preferred** options.

See the Message Center for more information on sending SMS and emails.

Card # is the number on the customer's loyalty card as read by the card reader. For simple scanners, double click here and scan or swipe the user's ID card. For smart cards, click the adjacent button and follow the prompts to program the card for this user.

To erase the card, double click on the Card # and then either manually erase the code (simple scanners) or follow the prompts to disconnect the smart card.

Warning! Never use this function to scan or store a customer's credit or debit card. The system is not designed to store this information securely. Doing so may result in the centre being liable for fraudulent card use.

National ID is the bowler's nation bowler ID number**.**

Login Password is the customer's password when logging at the lanes or elsewhere. It can be changed here if the customer forgets their password, but the existing password cannot be read. Once they have been given a new one here, they should change it at the lanes on next login. See Lanes ▸ Self Serve ▸ Login at Lanes for enabling lane login.

Notes can contain any text that is to be stored for this customer. It may include information like family members' names, preferred lane settings etc.

8.8.1.2. Details Tab

Account sets the type of account that this customer has, if any.

Account Customers can be checked out of a lane even though money still owes. The amount owing does NOT show on the **Lane** screen.

Account customers can be sent regular statements showing the amount they owe.

The **Due Date** for payment shown on the statement will depend upon the type of account set here.

Credit Limit is the maximum amount of purchases or orders that this customer can make without payment. Even customers without a credit account need a credit limit if they are to be allowed to order food or bowling without paying for it at the time of order. This amount can also be considered as a maximum pre-order level.

Two different credit limits can be set – one for sales made at the POS (Touch Desk) and another for sales made by the customer themselves at a self server terminal such as the lane consoles.

See Admin ▸ System ▸ Customers Tab for setting the default credit limit for new customers, and for setting the user level that can change the credit limit.

PreAuth shows the current Pre-Authorised amounts obtained for the customer's credit or debit card, and the date the pre-authorisation was obtained. The customers total credit limit is the sum of the amount in the credit limit field and this pre-authorised amount.

Clear Pre-Auth will clear this amount from the customer record in Touch Desk. Note that only the record in Touch Desk is cleared. To actually clear the hold from the customers card account it is necessary to contact the card provider, usually by telephone.

See Sales ▸ EFTPOS Screen ▸ Pre-Authorised for more information on Pre-Authorisation.

Pricing Level is the pricing level that will be applied when the customer is selected in the Sales screen.

Birthday. The customer's birthday is entered here if applicable. It can be used to promote birthday parties. Leave blank if not applicable.

Sex is either **Male**, **Female** or **unknown**. Use **unknown** for group customers etc.

Left Handed. denotes this bowler as a left hander, which affects the way the sparemaker calculates the best line to bowl on some scoring systems

Employee denotes that this person is an employee of the business. People who are also log in Users should have this field set, but it can be used by any employee.

Supplier denotes that this person or company supplies products to the center. Suppliers are used to generate restocking orders. See Admin ▸ Items ▸ Stock Control Tab ▸ Supplier.

Shoe Size. The Customer's shoe size will be displayed whenever this customer is entered into a booking or a lane. The shoe sizes for a group of lanes or a booking can also be displayed and printed using the **Shoe Sizes** button on the Main Tab of both the **Lane Information** screen and the **Bookings** Screen.

Theme. This is the customers preferred them and will be automatically applied when the customer signs in on a lane for social play.

Customer Type lists all available customer types as set in Admin ▸ System Setup ▸ Customers Tab. Any that apply to this customer should be ticked. Customer can then be searched based on their type. An example is using a School type to apply to school group

Tax Exemptions. This customer will be automatically exempted from these taxes.

Customer Flags list all the defined customer flags as set in Admin ▸ System Setup ▸ Customers Tab, and whether each is set for this customer.

8.8.1.3. Sales Tab

Sales Tab shows the sales history for this customer or group of customers

This customer's current balance of cash, bowling games, and bowling time are displayed. Red or negative amounts represent amounts this customer owes.

Three types of report are available –

- **Summary** – shows total sales
- **Details** – show itemised sales
- **Transaction List** – shows a list of each individual transaction (or sale). Click **View Transaction** to view details of all the transactions in the list, or double click on an individual transaction to view.
- **Bill** shows a specific bill for this customer

Reports can be for –

- All dates
- Last 24 Hours
- A given date range.

Click the **Apply** button after making any changes to the date and time range.

See Admin ▸ Point of Sale Reports for a description of each report type.

8.8.1.4. Deposits Tab

Deposits Tab shows all records of deposits both paid and redeemed by this customer. The amount paid (positive) or redeemed (negative) is shown along with the resulting balance.

Note that this only applies for items of type CUSTOMER TRUST FUND.

8.8.1.5. Score Sheets Tab

Score Sheets Tab shows a list of scoresheets that have been saved for this customer. See Lanes ▸ Saved Scores for more information on score sheets.

Use **Show Bowler** to show all games by this customer. The bowler must have been correctly linked to this customer when the game was bowled. See Lane Information ▸ Bowlers ▸ Link Button.

Use **Show Sheets** to show any scoresheets that include this customer, or where this customer was the main Lane Customer, as shown on the **Main Tab** of the lane when bowled.

Use **View Score Sheets** to view each individual sheet.

Use **View Summary** to summarise all the score sheets in a single report.

Use **Export** to export scores to a text file.

See Lanes ▸ Saved Scores to find score sheets based on a bowler's name, rather than the customer, or use the score sheet tab of the **Bookings** screen to show all sheets associated with a specific booking.

8.8.1.6. Statistics Tab

This screen shows various statistics collected from score sheets for this bowler. Score Sheets must be Saved in order for stats to be collected.

This data constantly accumulates, but can be reset to 0, or recalculated from stored score sheets at any time. See Admin ▸ Reset Bowler Statistics.

The bowler at the lanes MUST be correctly linked to the customer database at the time of bowling, or this data and scores will not be available. See Lane Information ▸ Bowlers ▸ Link Button for more information.

Book Average. This average is used to calculate the bowlers handicap when less than 5 games have been bowled. For CDE bowlers, it will be the same as entered in the CDE's Master Bowler Database.

Games is the total number of games bowled. Only completed games are included.

Total Pins is the sum of the bowlers score from each game. Both scratch and handicap totals are recorded.

High Game is the highest game score recorded, for both scratch and handicap.

Average is the total scratch pins divided by the number of games.

Handicap. The handicap is calculated from the average as:

(200 – Average) * 0.9

If less than 5 games have been bowled, the book average is used.

The handicap will be sent to the lanes along with the bowler's name and used to calculate handicap scores. However it may not be displayed if Lane Information ▸ Scoring ▸ Enable League Extensions is not enabled.

Strike % is the number of strikes bowled as a percentage of the number of "frames" bowled. Note that the "frames" bowled in a game can vary between 10 and 12 depending upon the scores in the tenth frame.

Spare % is the number of spared frames as a percentage of all possible spares. The number of possible spares in a game can vary between 0 (all strikes) and 10.

To print these statistics, use Admin ▸ General Reports ▸ Bowler Statistics.

Note that special games such as Flexi Frame Game and Strike Shot are not included in the statistics. However there are other lane options which affect scoring and these games will still count towards a bowler's statistics; such as no-tap bowling or 3-6-9 strikes.

8.8.1.7. Orders Tab

This tab will display any orders for this customer. To view the order in the orders screen, select an order from the list and click **View Order.**

8.8.1.8. CDE Tab and Event Tab

The **CDE Options Tab** and **Event Options Tab** only applies to customers that represent CDE or other imported events, and contains options that are used for setting up a new booking when the event is imported from the CDE or external program into Touch Desk.

A customer will be automatically created for every event.

Note that changing any options here will not affect any bookings already created, unless the event is imported again. See Bookings ▸ CDE Options/Event Options ▸ Re-Import.

Style is the bowling style to be used for the league. See Lanes ▸ Setup Styles.

Game Rate is the rate at which games will be charged. See Lanes ▸ Game Rate.

Time On is the time in minutes allowed for the league. If the time is not given, a default time will be calculated base on the settings in Admin ▸ System ▸ Bookings Tab.

Always Save Scores in Database. If ticked, score sheets for this booking will always be saved in the database, regardless of the setting in the Bowling Style. It is not essential to store these sheets, as the scores will still be exported to CDE or the external program. However it is a useful backup should something go wrong with the export. See Lane Information ▸ Scoring Tab ▸ Save Score Sheets.

Auto Check In will set the auto check-in option for the booking, causing the lanes to automatically check in a preset time before the start time. See Bookings ▸ Auto Check In

Create Customer for each Bowler. For CDE events only, this option will create a customer record for each bowler in the event. Each game bowled will then be linked to this customer, along with any other games that the customer may bowl outside of this event.

Note that Touch Desk uses the CDE master bowler ID to prevent duplication of bowlers. Therefore you MUST be using CDE's Master Bowler Database and it must be linked to this league or event in the CDE program. See the CDE help files for more information.

Also, CDE does not include address and contact information in the export file for an event. To include this information, use the **Export Names and Addresses** function in BLS *BEFORE* exporting the league. When Touch Desk imports the league file, it will also load address and contact information.

The names and address file should be saved with the default name –

Names__*eventname*.txt

It should be saved in the BLS export folder. Browse to –

- **Network**
- ***Name of your Lane Server Computer***
- **Lane Server Data**

▸ CDE

Any changes to the bowlers' names or address should be made in the CDE program and then re-exported to Touch Desk. Any changes made in Touch Desk will be overwritten the next time the bowler is exported.

For other linked events, customer records will automatically be created if an addresses file is present. A unique ID is required in the ID field for each bowler in order to create customers.

Send ALL bowlers on roster to Lanes. This option sets the corresponding option in the booking that causes all bowlers on the team's roster to be sent to the lanes, otherwise only the number of bowlers that make up a regular team are sent. See Bookings ▸ CDE Tab ▸ Send All Bowlers for more details.

Uses Unsupported Team Handicap rules (CDE Only) Select this option if this league uses any rules to calculate the Team Handicap that are NOT supported by the scoring system. In this case, if any changes are made to the line-up, either at the desk or the lanes, then the new team handicap must be calculated manually. It can then be entered either at the desk or at the lanes if permitted by the scoring system. See Bookings ▸ CDE Tab ▸ Team Handicap for more information.

Auto Start Pinspotters (non CDE events only). Set the Bookings ▸ Autostart Pinspotters option.

Booking Type shows a list of available types as setup in Admin ▸ System ▸ Bookings Tab. It can be used to classify leagues for League Attendance reports. For example, Junior Leagues, Senior Leagues etc.

Reminders and Messages. See Bookings ▸ Options ▸ Reminders & Messages.

8.8.1.9. Attendance Tab

The Attendance Tab shows any attendance records that have been compiled for this customer. Attendance records are kept for CDE events such as leagues and tournaments only.

To print these results, or for a full explanation of the data shown, see General Reports ▸ League Attendance.

8.8.1.10. Rewards Tab

This tab shows all transactions for this customer that earn or redeem reward points. See Rewards.

Click on any reward balance in the left panel to display the relevant transactions in the right panel.

8.8.1.11. Messages Tab

Unsubscribe list is a list of all the Subscription Groups as defined in Message Center ▸ Setup ▸ Subscription. A tick indicates that the customer has unsubscribed to this group.

Messages is a list of messages both to and from this customer. See Message Center.

8.8.2. Customer Search

Two customer search screens are available.

Quick Search allows searching on basic criteria such as name or phone number only.

Advanced Search is more powerful search with many options as detailed below.

Searches can be saved under a meaningful name, and recalled for later use. These predefined searches can also be selected when defining reports and messages. See General Reports ▸ Filters ▸ Customers and Admin ▸ Message Center.

To run one of these searches, select the search then **Run Search** or just double click the name.
To view the previous search, whether or not it was saved, click **Reload Previous Search.**

Defining the Search.

Select **New** or **Edit** to open the search edit screen which defines the criteria for the selected search.

Compound Search. A compound search combines results from other sub-searches. For a customer to be found in the compound search, they must be found in ALL of the first three searches (if set) OR ANY of the last three searches (if set).

As each of these sub-searches can also be a compound search, there are endless possibilities for combining searches.

No Duplicates. Sometimes the same customer can be returned more than once in a search. Depending upon how the results are to be used, you may wish to remove duplicates.

Tick **No duplicates** to remove duplicate results.

For example, if using the search to send customised booking reminders for upcoming bookings, then you would NOT remove duplicates. If a customer has more than one booking you would send a reminder for each booking.

But if simply sending general information, without any customised booking information, then you would remove duplicates and send to each customer only once, regardless of how many bookings they may have.

The **Clear ALL** button clears all the fields ready for a new search.

For a customer to be found by the search, they must satisfy ALL the criteria set on each tab as below.

Date Tab

Many of the search criteria on the other tabs can be applied to a specific date range, with each criterion having its own independent date range. Each tab will also have a "**Use default date**" option, which allows all tabs to share a common date range as specified on this date tab.

The main advantage of using a default date range for the search is that this default range is automatically adjusted when the search is used from within a report or customer message. It will be set to the report or message's date range each time the report or message is produced.

General Tab

Name is used to find a customer by name. Note that only a partial match is needed. For example, if searching on the name "Smith", any customer with the letters "smith" anywhere in their name will be found – Mr Smith, Smithsonian Institute, etc

Type. Search on groups, individuals, or both.

ID is the customer ID as shown at the top of the screen when editing a customer's details. An exact match is required.

Imported ID is the bowlers master ID from the CDE Master Bowler Database or other imported ID from an external program. This only applies when bowlers are imported from CDE or such a program. See Customers ▸ CDETab ▸ Create Customer for each bowler. Enter * to match all CDE and imported bowlers, **NONE** to match all non-cde/imported bowlers, and blank to match all bowlers.

National ID. The customer's national bowling ID number.

Centre where created. For Master Touch Desks only, only customers created at the centre shown will be found.

Was imported from text file. Includes only those customers that were created or modified as a result of importing a customer list from a text file in Setup ▸ System ▸ Customers ▸ Import

Filter by Last Activity. The last activity date is the last time a customer has interacted with the system in anyway. It could have been a lane check-in, or a sale, or a booking. Searching for customers based on last activity is a useful way to indentify customers that have not returned to the centre in a while.

Filter by created date. The create date is the date the customer record was first created in Touch Desk.

Contact Tab.

This allows searching for customers based on their contact details.

Customers with any contact details will match customers where anything has been entered in any of the contact fields. This can be used to find "real

customers", rather than just temporary walk-in customers as created for each check-in.

Customers with no Contact details is the opposite of the above option.

Customers with matching Contact details below will check each field for a match.

All fields require only a partial match except for the phone number which must match completely. For example, if "John" is entered in the contact field, any contact that contains the word "John" will be found. For example - "John Brown", "Smith & Johnson", etc.

If just an ***** is entered for a field, Touch Desk will find customers with anything entered for this field, but ignore customers where the field is blank.

For example, to find all customers that have an email address, enter ***** in the email field.

Customers who do NOT match details below will exclude customers with matching details.

For example, to find all customers without an email, enter * in the email field**.** Note however, that only customers with some valid contact details will be found. Temporary customers with no contact details at all will not match.

Details Tab

Account is used to match customers by account type**.** Other Account refers to accounts where the due date is not specified.

Credit Limit can be set to match only those customers with a credit limit in the range specified. Leave either value blank to ignore**.**

Pricing Level matches customers with the given price level only.

Birthdate is used to find customers whose birthday is within a given range, regardless of age. If the second date is less than the first, the range will wrap around to the following year. For example, if the birth date is set to between

Dec 1 and Jan 31, all birthdays after Dec 1 OR before Jan 1 will be included. Leave any used fields blank.

Current Age is the age of the customer in years as of today. Leave blank if not used.

Customers with ANY of these types will match any customer that has one or more of the selected types.

Customers with ALL of these types will only match customers that have ALL of the selected types.

Bowling Tab.

Other than the search for customers currently bowling, these searchs can be based on the customer's check-out transactions (only applies if they paid for their own bowling) or their score sheets (only applies if their scores sheets have been saved).

Customers Currently Bowling will match any customer that is currently checked-in on a lane. This includes lanes that have been turned off but not yet checked out.

Customers Just Bowled will match any customer that has bowled in the last 30 minutes.

Customers who have bowled as below will match any past bowling customer based on a range of check out times and lanes.

If the range of lanes is left blank, all lanes will be searched.

Customers who have not bowled as below will exclude these customers.

Customers who bowled in this group. When using scoresheets only, this will find any customers who were on a lane that was checked in to this group customer. For example, if the group customer is a league, any customer who bowled with that league will be found. For CDE leagues, this will return all bowlers who actually bowled for the league for the dates specified, so long as each league bowler is linked to the customer database. See Customers ▸ CDETab ▸ Creating a Customer for each bowler. You can also search for league players based on them being present in the booking by using

the **Bookings tab** of **Customer Search.** This method will include subs and absentees who didn't actually bowl on the day but were present in the booking.

Stats Tab

With Current Stats will match any customers who have bowled at least 1 game and whose current statistics (as displayed on the Customers ▸ Statistics Tab) are within the ranges specified.

With Stats for Period as below will match any customers whose stats for the given period are within the ranges specified. Touch Desk will need to search all stored score sheets to collect the data, and this may take a few minutes for large databases.

With new High Game in period below will match only those bowlers who scored their high game during the period.

See Customers ▸ Statistics Tab for more information in bowler statistics.

Sales Tab

Customers with zero balances will match only customers whose current cash balance, games balance , and bowling time balance is zero. That is, they do not owe any bowling or cash, and they have no bowling or cash credit remaining.

Customers with non-zero balances will match customers who have a current cash balance, games balance or bowling time balance. The balance may be negative (the customer owes cash, games or time) or positive (the customer is in credit).

Customers with sales as below will match any customer with any sales in the given period.

Customers with NO sales as below will exclude any customers with sales in the given period.

With outstanding Pre-Auths. See Sales ▸ EFTPOS Screen ▸ Pre-Authorisations

Sale by User will match only sales made by this user. Selecting **Cloud App User** will match only sales made through an online cloud app.

Items Tab

Customers who have purchased these items will match any customer who has purchased any of the items selected within the specified dates. By using separate items for each event such as tournaments or leagues, it can also be used to find all customers who entered a specific event.

To select more than one item, use the **SHIFT** or **CTRL** keys.

If a group header item is selected, then all items that belong to that group header are also automatically included in the search.

Customers who have NOT purchased these items will exclude these customers.

Customers who have an unused deposit of these items will match any customer who has a positive balance of a customer trust fund item as selected. In other words, any customer that has paid a deposit, but has not yet redeemed the entire deposit for a purchase.

Customers with these Reward Items will include any customer who has ever either earned or redeemed any promotion reward items, as selected in the items list. See Admin ▸ Rewards for setting up rewards items.

These reward customers can be further filtered by -

Balance – the customer's current balance must be between the minimum and maximum value specified. If either is left blank, then that limit does not apply.
Earned – a minimum or maximum amount of promotion items earned or awarded can be specified.
Redeemed – a minimum or maximum amount of promotion items redeemed (ie cashed in for a reward) during the period can be specified.

For earned and redeemed the options are –

- **All** – all customers regardless of earn/redeem activity
- **No Earn/Redeem** – customers with no earn/redeem during the period
- **Minimum** – customers with at least this amount of earn/redeem.

- **Maximum** – customers where the amount earned or redeemed is equal to or less than this maximum, *but must also be at least 1*. Use the **no redeem/earn** option for no activity at all.

Bookings Tab

Use this tab to find customers based on lane bookings. Note that these searches will fail if the bookings have been deleted.

Customers who have specified bookings will find all customers who have a booking which matches the specified time range, booking type and are, and CDE type

Customers who do NOT have specified bookings will exclude these customers.

Book Area allows filtering of the search by area (lanes, Café etc)

Group Customer. When searching for customers that are part of a group booking (such as a league), this setting allows the individual league to be specified.

Include Sub Customers. This will return all the customers that are part of the booking (eg bowlers on lanes, customers on tables), rather than the just the owner of the booking**.** For CDE leagues, this will return all bowlers booked for the league for the dates specified, so long as each league bowler is linked to the customer database. See Customers ▸ CDETab ▸ Creating a Customer for each bowler. You can also search for league bowlers based on their scoresheets in the **Bowling tab of Customer Search**.

CDE/Events Booking can be used to include or exclude CDE or other Event bookings from the search, and only applies to Lane bookings.

Note that the customer for a CDE/Event booking is not the individual bowler in an event, but the master or group customer that is used to hold the booking, and check in the lanes.

Booking Created By will match only bookings made by this user. Selecting **Cloud App User** will match only bookings made through an online cloud app.

CDE and Event Tab

Any CDE Customer will match only those customers that represent a CDE event.

Any Event Customer will match only those customers that were imported from an external program other than CDE.

Any Non CDE or Event Customer will match only those customers that do NOT represent a CDE or other event.

Customer with ANY of these types will match any CDE/Event customers who have any of these booking types selected on their CDE/Event tab.

Customer with ALL of these types will match any CDE/Event customers who have all these booking types selected on their CDE tab.

Note that this search is subtly different from selecting these types in the **Booking Tab**. This search will return any customers with these types selected, even if there are no bookings. The **Booking Tab** search requires bookings in the specified period, of the specified type.

Messages Tab

This screen allows searching based on whether the customer has unsubscribed to a message subscription group, and whether they have a valid email or SMS address.

Flags Tab

Customers can be searched based on whether they have a specific flag or group of flags set or not. All four criteria shown (if enabled) must be met.

8.8.3. Customer Cards

It is important to correctly identify each customer when making a sale if you wish to –

- Collect data which can then be used for marketing campaigns.
- Allow customers to accrue rewards for later redemption
- Keep contact information, especially when issuing tabs.
- And many other functions.

Bowlers with ID cards can also use them to log themselves into the bowler console so that their bowling is recorded for them, without having to enter their username and password each time. Applies to smart cards only.

Touch Desk support different card types, See Installation and Setup ▸ POS Devices ▸ Scanners.

Once the card has been setup and assigned to the customer, simply swipe or touch the customer's card to bring up the customer in the current sale/lane/booking/table etc.

Warning! Never use this function to scan or store a customer's credit or debit card. Doing so may result in the centre being liable for fraudulent card use.

8.9. Bookings

The Bookings screen is used to view and edit bookings (reservations).

When Bookings are enabled for more than one area (eg. Lanes, Restaurant, etc), tabs at the bottom of the screen select the area. The following chapter describes Lane bookings. Bookings for other areas work in the same way, except that many of the options or features that apply only to Lanes are missing.

The left side of the screen contains a list of bookings, while the panel on the right graphically displays the booking sheet for a single day. See below for details on the Bookings List and the Bookings Sheet.

- **To create a new booking**, click **New,** or double click on an available spot in the Booking Sheet.

- **To edit or view an existing booking,** click on the booking in either the Booking List or the Booking Sheet then click **Edit**, or just double-click on the booking. To view customer contact details, go to the **Customers** screen and click **From Bookings** to retrieve the customer.

- **To delete a booking,** click on the booking in either the Booking List or the Booking Sheet, then click **Delete.**

- **To edit or delete more than one booking at once,** use the **Ctrl** and **Shift** keys with the mouse to select multiple bookings then click **Edit** or **Delete**.

  Note that users can be restricted from deleting or editing bookings. See Admin ▸ System ▸ Bookings Tab.

- **To clear any selected bookings** to stop Touch Desk trying to check them in whenever **Check-In** is clicked, click on **Clear** in the Bookings screen. This does not delete the booking, it just de-selects it.

- **To redisplay or refresh both the Booking List and the Booking Sheet**, click **Refresh**. Both the Booking List and Booking Sheet are regularly redrawn to show any changes that may have occurred at other terminals. They are also redrawn whenever the sheet is moved or zoomed or a new list is selected. However, sometimes it may be desired to simply redraw the screen.

- **To locate a booking in the booking sheet**, click on the booking in the Booking List, then click **Locate**. The sheet will change to the appropriate day to show the booking.

- **To create a repeat booking,** select the booking to be repeated, then click **Repeat**. Touch Desk will create additional bookings for the dates specified.

  Enter the frequency of the repeated bookings (**Daily**, **Weekly**, **Every 2 weeks**, or **Every 4 weeks)** and either the date of the last booking OR the number of bookings to create. Use the **Once Only** option to create a single repeat booking on the specified date.

  Once the bookings have been created, they can be easily viewed as a group by searching on the customer. It is then also easy to select the entire group and make any global changes as necessary. Any date changes or cancellations can also be easily made.

  Note that if the booking is for a CDE event such as a league or tournament, then the team and bowler information will NOT be duplicated in the repeat bookings. This information will be created each week when the event is exported from the CDE program.

The number displayed on the Booking button shows the number of bookings waiting to be checked in. Only bookings for the same area as the current terminal are counted. Booking that should check in automatically will only be counted when they are 10 minutes late. Manual bookings will be counted as soon as they are due.

8.9.1. Bookings List

The Booking List has four tabs to display four different lists. These lists are –

- **Wait List**. The wait list is any bookings whose start time has passed, who have NOT been assigned a lane, and have not checked in. Bookings drop off the wait list after 2 hours.

- **Late Bookings**. This list shows all bookings whose start time has passed, who HAVE been assigned a lane, and have not yet checked in. Bookings drop off the late list after 2 hours.

- **Customer.** This list shows all bookings for the selected customer. To search for a booking for a particular customer, find that customer elsewhere (e.g. using a Customer search in Customers screen, on a lane, etc) then use the **From Cust** or **From Lanes** etc to find and list bookings for that customer

- **List**. This shows all bookings for the current day selected on the booking sheet.

The booking list will have one or more of the following columns depending upon the type of bookings being displayed –

- **Name** is the name of the customer
- **Date** is the date of the booking
- **B** or **P** is the number of Bowlers (or people)
- **G** is the number of Games per bowler
- **L** or **T** is the number of Lanes (or tables)

- **Wait** is the number of minutes that a booking on the wait list has been waiting and is equal to now minus the expected start time.
- **Late** is the number of minutes that a late booking is late, and is equal to now minus the expected start time.
- **Time** is the start time of the booking.

8.9.2. Bookings Sheet

The Bookings Sheet graphically displays bookings in the following colours -

CDE Bookings -
- **Light Purple** – a CDE event that has not yet started.
- **Dark Purple** – a CDE event that is checked in to the lane.

Online Bookings
- **Light Orange** – a online booking that has not yet started.
- **Dark Orange** – an online booking that is checked in to the lane.

Normal Bookings -
- **Medium Green** – a booking that has not yet arrived
- **Light Green** – a booking that has arrived but has not checked in
- **Dark Green** – a booking that is checked in to a lane.

Warning Colours -
- **Yellow** – any type of booking that is late. A late booking is one whose start time has passed but who has not checked in.
- **Red** – part of a booking that overlaps another.

Finished Bookings -
- **Grey** – any booking that has been checked in, but is not currently on a lane, is assumed to be over. If a booking is accidentally checked in and out again without finishing, use the Reset check box on the bookings form to reset its status to “not checked in”.

The following buttons are used to navigate around the Booking Sheet.

- **Left Arrow** – scrolls the sheet back half an hour.
- **Right Arrow** – scrolls the sheet forward half an hour.
- **Up Arrow** – scrolls up for centres that have more lanes than will fit on the sheet at one time.

- **Down Arrow** – scrolls down for centres that have more lanes than will fit on the sheet at one time.
- **Print -** prints the selected bookings with one page per booking.
- **Zoom** – zoom in or out. Three zoom levels are provided.
- **Search** – search for a booking by ID number
- **-Day** – scrolls back 1 day.
- **+Day** – scrolls forward 1 day.
- **Now** – shows today's sheet.
- **Date Button** – click on the Date Button to select a new day. A calendar is used to select a new day, and a slider selects the approximate time of the day to display.

Note that when scrolling the sheet near to midnight, some of the times shown at the top of the sheet will appear in red. This indicates that these times are not for the day shown on the Date Button, but refer to either the day before or after.

For bookings that have checked in, the Booking Sheet will show the estimated completion time. This will initially be based on the estimated time entered for the booking, but will adjust to the bowler's actual rate of bowling once a few frames have been bowled.

The **New**, **Edit**, **Delete**, **Repeat**, **Clear** and **Refresh** buttons work on bookings selected in the Booking Sheet in exactly the same way as for bookings in the Booking List. For example, to edit a booking in the sheet, simply double-click on it.

The following additional functions are available –

- **To create a new booking**, double-click on an available position in the booking sheet. A new booking will be created with the start time and lane number already entered.

- **To move a booking**, simply drag it to a new position. The booking can be dragged to a new lane, or to a new start time but not both in the one operation. This prevents accidentally changing the start time, as this is generally agreed with the customer and should not be changed.

For multilane bookings, the user can select whether to move only the selected lane, the selected pair, the current group or the whole booking. For example, a single pair from a league can be quickly moved to a new pair.

It is not possible to move a booking to a new lane on the booking sheet once it has checked in. Use the Move button on the Lanes Screen instead.

If a booking is moved to a time earlier than now, the booking's auto-checkin function will be automatically enabled, and the booking will check in as soon as the lane is available. To prevent auto-checkin, move the booking to a time later than now.

To put a booking from the booking list onto a lane, drag the booking from the list to an appropriate position on the booking sheet.

If the booking was already assigned to a different lane or time, these will be changed to the new lane and time. Beware of accidentally changing the start time from that agreed with the customer!

This function is most useful to assign a lane to bookings in the wait list. By dragging the booking to a time earlier than now, the booking's auto-check-in function can be quickly enabled.

8.9.3. Booking Details

This section lists the details displayed for each booking.

Some details listed here will only be present for Lane bookings, and are identical to those on the Lane Information Screen.

- **Email** will create a new blank email to either the Main customer of the booking, or to all customers listed on the lanes or tables for the booking. If more than one customer, then the email will be addressed to the bowling center and BCC'd to each customer. Note that there must be an email client such as Thunderbird or the Windows Mail App installed & setup on this computer. See Emails for more information.

- **SMS** will send a text SMS message to either the Main customer of the booking, or to all customers listed on the lanes or tables for the booking.

8.9.3.1. Main Tab

- **Style** is the bowling style to be used, and will automatically set many of the lane options. See Lanes ▸ Setup Styles.

  For CDE events, the style will be set automatically as per the customers CDE Tab when the event is imported.

- **Number of Bowlers/People**. For Lane Booking, the number of bowlers is used to calculate total games as below, and to allow default bowler names to be loaded.

- **Shoes to Pay** is the number of shoe rentals that will be issued with this booking.

- **Sizes**. Click here to display or print a list of shoe sizes for these lanes. Shoe Sizes can be entered in the Bowlers Tab, or automatically collected from the bowler database for linked bowlers.

- **Use Default Bowler Names**. See Lane Information ▸ Main Tab ▸ Use Default Bowler Names.

- **Pay By Game** should be clicked if the customer is to pay by the game. This can be changed at any time, including after check-in. For Pay By Game bookings, the following information is required.
  - **Games Per Bowler**
  - **Total Games**

  This information is used to calculate the estimated time on the lanes.

- **Game Rate.** The default game rate can be set here. Note that this is a default rate only - the actual rate can be changed when ringing up the sale, and can then be different for each bowler or even each game.

  For CDE events, the game Rate will be set automatically as per the customers CDE Tab when the event is imported.

- **Pay By Time** should be clicked if the customer is to pay for their bowling by time rather than games. This can be changed at any time, including

after check in. For Pay By Time bookings, **Total Time** should be entered. This is the total across ALL lanes. For example, if a customer requires 1 hour on two lanes, the total time is 2 hours.

- **Time Rate.** The default game rate can be set here. Note that this is a default rate only - the actual rate can be changed when ringing up the sale, and can then be different for each bowler or even each game.

- **Number of Lanes (or Tables)** is the total number of lanes (or tables) required for this booking.

- **Lanes (or Table)** is the actual lane (or table) number this booking is to use. For bookings in the wait list, **Lanes** may be left blank. For multilane bookings, only the first lane number need be entered. The lanes can also be entered as a non continuous range. For example: 1-2, 9-10.

  For bookings that represent a CDE League or Tournament, clicking on **Lanes** will bring up the Lane Move screen.

- **Time On** is the time that the booking is expected to occupy the lanes (or table). For Lanes, this is calculated based on the settings in Admin ▸ System ▸ Bookings Tab.

  For CDE events, the Time On will be set automatically as per the customers CDE Tab when the event is imported.

  For bookings from Cloud Apps, the time is set by the cloud app, and will not change automatically if game or time is changed, but can be changed manually.

- **Start Time & Date** is the time the booking is expected to start. If the start time has been changed since the booking was created, the original start time is also shown. When moving bookings around on the booking sheet, the start time will change automatically to the new position. However the original start time will always show the time entered when the booking was created.

- **Now**. Click this button to set the start time and date to now. For example, when putting a customer on the wait list.

- **Customer** shows the customer for this booking, along with the usual **From** buttons and the customer's bill.

- **Bowlers/Customers have Arrived**. This box is ticked to show that the bowlers have arrived in the centre. A booking will not auto check in unless **Arrived** is ticked. For large group bookings like CDE leagues, **Arrived** should always be ticked.

- **Auto Check-In**. This box should be ticked if the lane (or table) is to be automatically checked-in a preset time prior to the start time. The lane will be checked-in in **Hold** mode, and the pinspotters will NOT start. See Auto Start below to automatically start the pinspotters.

  Note that **Auto Check-in** cannot be used if the expected lane (or table) numbers have not been entered.

  For CDE events, the Auto Check In settings will be set automatically as per the customers CDE Tab when the event is imported.

- **Auto Start.** This box should be ticked to automatically start the pinspotters at the start time by taking the lane out of **Hold** mode. The lane must already be checked-in. The pinspotters will start in which ever mode is set in the bowling style for this booking. If the pinspotters are OFF in the style, they will not start.

  For CDE events, see **Automatically Switch Pinsetters ON** in Send League to Front Desk ▸ Options.

- **Some lanes (or tables) have Checked In. Reset ?** Normally a booking will only check in automatically once. If the booking is then checked out again, for example if the customer has not arrived, then it will not automatically check in again. This can be overcome by ticking the reset box. It will then automatically check in again as normal.

8.9.3.2. Options Tab.

Open or Cross sets the play mode to be used. . Note that the play mode set here overrides any settings in the style.

Always Save Scores in Database. If ticked, score sheets for this booking will always be saved in the database, regardless of the setting in the bowling style.

Notes (internal use) will be displayed when the booking checks in, and can be used to record any customer requests or preferences, or any instructions to the user performing the check in. For CDE events, these notes can be used by the league secretary to send a message from the CDE program to the front desk staff.

Notes (customer messaging) can be used to add any information for the customer to be included in booking reminder messages.

Booking Type is a list of used defined types. The names of the types are set in Admin ▸ System ▸ Booking Tab. Tick any that apply to this booking.

Reminders & Messages. These settings control how and when reminders and messages will be sent to the customer.

For reminders, the default values are set in Admin ▸ Sales Areas ▸ Booking Tab. For CDE leagues and Events, the defaults can also be set for each individual event in the CDE or Event tab of the event's customer.

There is also a setting to select a **Results** message which is sent upon completion of the event with an automatically attached standing sheet. This setting is applicable for CDE leagues and Events only.

Each bowler must be linked to a customer in the database in order to receive the results. For CDE, see Customers ▸ CDETab ▸ Creating a Customer for each bowler.

Note that only message templates whose message type is set to "email only" will be available for selection.

For CDE leagues the Standing sheet must be saved as follows –

- In BLS go to **Reports**, **Weekly, Standings** then select and view the current week's standings.
- Click on the **Export,** then **Export** again.
- Select **PDF** as the format
- The **Default location for Export File** must be the **\\ComputerName\Lane Server Data\Messages\Results** where

ComputerName is the name of the lane server computer. For convenience, you can also use the default location used when exporting the standing sheet in BMP format for the Signage System This is **\\ComputerName\Touch Desk Signage\CDE.** In either location, the file will be deleted after the message has been created successfully.

- Ensure **Include week number in the file name** is enabled.
- Click **Export It**.

Note that the file name must be of the form ***leaguefilename*__?????__wk*XX*__page*YY*.pdf** where ***leaguefilename*** is the same root name as used for import and export, ***XX*** is the week number, and ***YY*** is the page number. Touch Desk uses this information to identify the file, and any other filenames will not work correctly.

The booking must still exist at the time this message is created, as Touch Desk uses the message template as set in the booking to create the message.

You can use any report, not just the standard Standing Sheet. As long as the filename fits the above pattern Touch Desk will recognize it and send it. The ***?????*** in the filename can be anything.

8.9.3.3. Bowlers Tab.

The names and types of bowlers can be set here. See Lane Information Screen ▸ Bowlers Tab for more information. Bowler information entered here overrides any set up in the bowling style.

Changes can only be made to the bowlers here BEFORE the lane is checked-in. To make changes after the lane is checked-in use the **Modify** button in the **Lanes** screen

Each page of the Bowlers Tab normally represents one lane of the booking. However if the booking represents a CDE League or Tournament, each page will show a single team. This team may play different games on different lanes, and there may be more than one team on a lane at the same time.

Clicking on the **Lane** box will bring up the Lane Move screen, and allow the team to be moved to a different lane.

For CDE events, manually changing any bowler data here may violate the League rules. To substitute another bowler, double click on the bowler's name to bring up a list of bowlers registered for this league. Click on the bowler to use.

Note that bowler types **Absent** and **Vacant** will result in a blind score being used at the lanes. Bowlers who have pre-bowled will be shown as **Absent**, and their pre-bowl score will be used as the blind score.

8.9.3.4. Score Sheets Tab

Score Sheets Tab shows a list of scoresheets that have been saved for this booking. See Lanes ▸ Saved Scores for more information on score sheets.

Use **Show Bowler** to show all games by this customer. The bowler must have been correctly linked to this customer when the game was bowled. See Lane Information ▸ Bowlers ▸ Link Button.

Use **Show Sheets** to show any scoresheets that include this customer, or where this customer was the main Lane Customer, as shown on the **Main Tab** of the lane when bowled.

Use **View Score Sheets** to view each individual sheet.

Use **View Summary** to summarise all the score sheets in a single report.

Use **Export** to export scores to a text file.

See Lanes ▸ Saved Scores to find score sheets based on a bowler's name, rather than the customer, or use the score sheet tab of the **Bookings** screen to show all sheets associated with a specific booking.

Score Sheets can also be viewed by Customer in Customers ▸ Score Sheet Tab. To search for a sheet, use Lanes ▸ Saved Scores.

8.9.3.5. Messages Tab.

The message to be displayed can be set here. See Lane Information Screen ▸ Messages Tab for more information. Messages set here override any set up in the bowling style.

8.9.3.6. CDE Tab.

This screen only applies when the booking represents a CDE League or Tournament.

The options shown represent those that can be set from within the CDE program. However not every option within the CDE program is applicable, and often the terminology used by CDE is different to that used by Touch Desk. See the individual description for each option below for information on how the option relates to the CDE equivalent.

These options will override any settings that are contained within the Style that is used for this booking. To set up any scoring options that are not available within CDE's programs, setup a new style for the event and set that style in the league customers CDE Tab. See Customers ▸ CDE Tab.

- **File Name** is the file name used by the CDE or external program for exporting and importing to Touch Desk. There can be only one booking with the same filename, week/squad number and shift number

- **Week/Squad.** This is the week number for leagues, or the squad number for tournaments and cannot be changed.

- **Shift.** This is the shift number for multi-shift leagues or tournaments and cannot be changed.

- **Practice Time ?? mins.** This is the practice time that will automatically occur at the start of the event.

  CDE provides an option for having the practice time occur before or after the event start time. If the practice time is to occur before the event start time, Touch Desk will adjust the start time to allow for the practice.

- **Pinspotters Off at end of practice.** If set, the pinspotters will switch off at the end of the automatic practice time, otherwise they will remain on. Note that if the pinspotters were in Instructomat mode, they will stay in Instructomat mode. It is not safe to automatically switch to play mode without ensuring the bowlers have stopped bowling.

  In order to have the pinspotters restart automatically, enable the restart and set the restart time on the Scoring Tab of the style used for the league.

- **Auto into League.** This option corresponds to the CDE option **When Practice is Finished the scoring goes into League Mode Automatically**. If not set, the scorers will not reset from practice mode, nor will the arrows come up at the end of practice time.

- **Pinspotters Off when moving lanes.** This option only applies to events where the bowlers change lanes between games. When the scores are cleared at the end of the game, the new bowlers for this lane will appear. At this time, the pinspotters may optionally be shut off. To automatically clear the scores and shutoff the pinspotters without the bowlers having to press **Next Game**, use the Auto Next & End Game setting.

  Note that Brunswick AS series scoring does not support automatic lane movement. Therefore Touch Desk will completely shut-off the lanes, then open them again with the new bowlers. Alternatively, run the event as multiple shifts from BLS.

- **Use Instructomat mode.** If set, the pinspotters will use Instructomat (or Shadow Pins) mode during automatic practice, else they will use normal play mode.

- **Show Practice.** If set, the practice time remaining will be displayed at the lanes.

- **Frames per Turn** is the number of frames each bowler rolls each time up.

The Touch Desk options for **Play Mode** and **Frame Sequencing** are set from the CDE options as follows:

If **Bowl on a Pair** is NOT set, or **Change Starting Game Each Lane** is NOT set, then the play mode is **Open** and frame sequencing does not apply.

If **Bowl on a Pair** and **Change Starting Game Each Lane** are both set, then the play mode is **Cross Lane**. If **Bowl All Frames on the Same Lane** is set, then **Frame Sequencing** is 10 – the bowler does not change lane all game. If **Bowl All Frames on the Same Lane** is not set, **Frame Sequencing** is set to the same as **Frames per Turn** – the bowler changes lane every turn.

Many of the resulting settings can be quite strange and may not be supported by the scoring system – such as changing lanes every 3 games.

- **No-Tap** is set as per the CDE options for **No-Tap** and **Automatic Strike in 3,6,9**. Touch Desk does not support **No-Tap** and **Automatic strike in 3,6,9** at the same time.

- **Team Handicap.**

  These settings reflect the standard team handicap rules that can be setup in BLS.

  Fixed for Team. The team handicap is either a fixed value that does not change with changes to the line-up, or is calculated in a way that is not supported by the scoring system and must therefore be entered manually whenever the line-up changes. It can be entered manually either in the Lanes ▸ Modify ▸ Bowlers screen or at the bowler's console. This is supported by most scoring systems. The initial value sent to the lanes will be that calculated by BLS for the original line-up.

  Sum of Bowlers. The team handicap is the sum of the bowlers' handicaps and will change if the line-up changes. This is supported by all scoring systems.

  Team Difference and **Team Average.** The handicap is based on the players' averages, and uses the percentages and base value shown. It will change automatically if the line-up changes. This is supported by TS3 only, and only for bowlers listed with this league with a valid average.

  Touch Desk does not support any of the additional rules listed in BLS under **Non Standard Team Handicap Rules.**

  Limiting the team handicap to the **Max** value shown is only supported by TS3.

  Use the Customers ▸ CDE Tab ▸ Uses Unsupported Team Handicap Rule setting for any leagues with handicap rules not supported by the scoring system. This will automatically set the booking to **Fixed for Team** when it is created.

Not that even though the team handicap rules may not be supported by the scoring system, the correct handicap for the original line-up, as calculated by BLS, will be sent to the lanes. It is only necessary to recalculate the handicap manually if the line-up changes after exporting from BLS.

- **Auto Print Score Sheets** will automatically print each score sheet, as per the corresponding CDE option

- **Enable Keyboard** enables the lane console's keyboard, as per the corresponding CDE option.

- **Allow Score Corrections** allows bowlers to correct scores, as per the corresponding CDE option

- **Allow Edit Names** allows bowlers to edit or change names, handicaps and blind scores, as per the corresponding CDE option.

- **Send ALL bowlers on roster to Lanes.** This option sends all bowlers on a team's roster to the lanes, rather than just the number that make up a normal line-up.

  For example, a 4 man league may have 6 bowlers on the team. Without this option, only the first 4 are sent to the lanes. With this option, all 6 are sent.

  Some scoring systems such as Frameworx or TS2 will store these extra players for selection at the console. Other systems will simply display them as part of the normal line-up, and the unused players must then be deleted at the console.

  When the booking is created, this option is set to the same as that on the league customer's CDE tab. See Customers ▸ CDE Tab

  In order for the extra bowlers to be available, the following option in BLS must be set –

  Setup ▸ Automatic Scoring Setup ▸ Options ▸ Send extra roster members to the lanes.

  This BLS option can remain set for all leagues and each League Customer's preference can be set separately on their CDE Tab.

Note that the number of bowlers that can be sent to the scoring system for each lane is usually quite limited by the scoring system.

However, TS3 has the advanced capability of being able to select any bowler that is registered for the league from a list of subs. This feature does not require any extra bowlers to be downloaded with the team itself.

- **Memo to League Secretary.** Any messages entered here will be displayed when the event is imported into the CDE programs.

- **Re-Import from CDE.** Whenever an event is exported from CDE, it is automatically imported into the Touch Desk booking system. Clicking on this button causes the booking to be imported again. This can be useful if the booking has been accidentally modified. Re-importing the booking returns all settings and bowler and team names to those contained in the CDE export file.

- **Delete Scores File**. This will delete the scores file that is to be imported into CDE at the end of the event. If this file has not yet been imported, all the scores will be lost. There is normally no need to delete this file as it is automatically deleted when a new booking is exported, but it may be necessary if the booking was checked in accidentally and unwanted scores have been recorded. Note that the file cannot be deleted while the booking is checked in on any lane.

8.9.3.7. Attendance Tab

The Attendance Tab shows the attendance record for this booking. Attendance records are kept for CDE events such as leagues and tournaments only.

Attendance records are also available for each CDE customer on the Attendance Tab of the Customers Screen.

To print these results, or for a full explanation of the data shown, see General Reports ▸ League Attendance.

8.9.3.8. Event Tab

This tab is visible only for events that have been imported from an external program. See Linked Events for details on setting up an event.

- **File Name** is the file name used by the external program for exporting and importing to Touch Desk. There can be only one booking with the same filename and week/squad number.

- **Week/Squad.** This is the week number for leagues, or the squad number for tournaments and cannot be changed.

- **Re-Import Event.** Whenever an event is exported from an external program it is automatically imported into the Touch Desk booking system. Clicking on this button causes the booking to be imported again. This can be useful if the booking has been accidentally modified. Re-importing the booking returns all settings and bowler and team names to those contained in the event export file.

Note that linked events do not require a **"Delete Scores File"** button like CDE events do. The scores file from an event is completely created when the last lane checks out, or can be created at any time using the **Export** button on the score sheets tab, and entering the correct file name. This is unlike CDE bookings where the scores file accumulates scores as t he event progress.

8.9.3.9. Orders Tab

This tab will display any orders that are linked to this booking. To view the order in the orders screen, select an order from the list and click **View Order.**

See Linking an Order to a Booking.

8.9.3.10. Pending Sales Tab

This tab shows sales that are pending until near the time of the booking. See Booking Tust Fund.

8.9.4. Lane Move Screen

The **Lane Move** screen is used to reassign lanes for a CDE League or Tournament.

To bring up the **Lane Move** screen, click on the **Lanes** box in the **Main Tab** of a CDE Booking, or on the **Lane** box on the **Bowler Tab** of a CDE Booking.

The **Lane Move** screen shows each lane scheduled for use by the event, and allows an alternative lane number to be assigned.

Changes to the lane numbers must be made before the event is checked-in to ensure the correct teams are sent to the lanes.

To move a lane after the event has started, for example due to a machine breakdown, use the **Move** function in the **Lanes** screen as normal.

8.9.5. Checking In a Lane Booking

Commencing a lane booking is usually a two step process –

- Firstly, the lanes are checked-in in **Hold** mode. The scoring screens come on but the pinspotters do not start.

- Secondly, **Hold** mode is removed to start the pinspotters.

Either step may be performed automatically, see Auto Check In and Auto Start.

To check-in a booking **manually**, click on the booking in either the Booking List or the Booking Sheet, then go to the **Lanes** screen and check in as normal.

To prevent the pinspotters from starting, click on **Hold** in the **Main Tab** of the **Lane Information** screen.

If the booking was assigned to a lane, there is no need to select a lane first, just click **Check In**. However, if a lane is selected, Touch Desk will try to match the selected lane with that assigned in the booking.

Touch Desk will always display a warning screen when checking in a booking. This screen will show –

- **Name** is the customer for this booking
- **Expected Lanes** shows either the lane numbers as entered in the booking, or **Any ?** if no lane numbers have been entered.

- **Notes** as entered in the booking screen. These notes can be used to give instructions to the user when checking in the lane, such as any of the customer's preferences for scorer settings etc.

Any of the following messages may also appear –

- **(?? still to Check In**) - this is a multilane booking and this number of lanes is still to check in.
- **(?? already Checked In)** - this is a multilane booking and the number of lanes shown has already checked in.
- **Warning: Too many lanes selected!** The user has selected more lanes than the booking expected.
- **Warning: Not enough lanes selected!** The user has not selected enough lanes for this booking.
- **Warning: Selected lanes do not match expected lanes !** The user has selected lanes that are different from those specified in the booking. Note that bookings that represent a CDE League or Tournament cannot be checked in on different lanes. To move these types of bookings, edit the lane assignments in the Lane Move screen.
- **Warning: This booking is for {scheduled start time}!** This message will appear if the bookings scheduled start time is more than 1 hour from now**.**

Multilane bookings may be checked-in lane by lane as the lanes become available.

To prevent a booking being selected whenever **Check-In** is clicked, go to the **Bookings** screen and click **Clear** to deselect the booking.

8.10. Administration

The Administration screen is used to setup the system, produce reports, and perform various other administration tasks.

8.10.1. Operating Mode and Server Setup

This function is used to setup the basic operating mode of Touch Desk, and to configure the connections to both the Database Server and the Lane Server.

This function can only be accessed by users with OWNER privileges.

The four basic operating modes are described below.

- **Normal Mode**. Normal mode is used for all Touch Desks located at the bowling centre. The Database Server Setup and Lane Server Setup buttons are used to configure the servers. These servers are shared by all Touch Desks at the centre.

- **Trial Mode**. In Trial mode, there is no Lane Server, and the Database Server must be located on this computer. The Virtual Lane Server Setup button can be used to setup the type and number of virtual lanes to be used in the trial. This mode can also be used for off-site training.

- **Remote Access Mode**. This mode is used by Touch Desks that are NOT located at the bowling centre to connect to the bowling centre as if they were actually at the centre.

  The remote Touch Desk will connect using the generic terminal name "Remote Access", which can be set up the same as any other terminal. The Touch Desk at the centre must have sufficient terminal licences to allow for this extra terminal.

  A third party IP tunnelling program can be used to provide secure access to the centre via the internet.

  The IP addresses of the servers for each centre must be entered in Centre Setup prior to using **Remote Access** mode. Centre Setup is only available when Touch Desk is in **Remote Master** mode.

  The Lane Server Setup button may be used to configure the lane server at the centre, but the computer or IP address of the lane server that is entered here is that used by Touch Desks at the centre only. It is NOT the address used by this Remote Touch Desk, as this may be different. This address is set in Centre Setup .

- **Remote Master**. A Master Touch Desk is used off site to centrally control a number of centres. It holds configuration information for use by the **Remote Access** mode, and is used for centralized reporting and setup.

  A **Remote Master** does not require a lane server, and the Virtual Lane Server Setup button can be used to simulate lanes similar to the Trial

Mode. This allows the master to be used to test various configuration options.

A third party IP tunnelling program can be used to provide secure access to the centre via the internet, as for **Remote Access** mode above.

Note that when **Remote Access** or **Remote Master** mode is selected, Touch Desk will allow easy switching between the two modes at start-up, thereby allowing a single Touch Desk installed off-site to be easily used for both functions.

A **Remote Master** need not be installed off-site, and may be on the same network as the Touch Desk that is operating the centre, but it cannot be installed on the centre's Lane Server computer.

See Multi Centre Management for details on using a Master Touch Desk.

Any changes to the database server that is currently in use will require a restart of Touch Desk. Touch Desk will prompt and restart when needed.

8.10.1.1. Database Server Setup

There is a single Touch Desk database that is shared by all Touch Desk terminals on the network. This screen is used to select the computer on which the Touch Desk database has been installed. This computer must be visible to the current computer across the network.

The Touch Desk installation program should be used to install the database, as this will ensure that the database is installed in the correct location and that the Firebird database server and ODBC driver are also installed correctly.

Enter the name of the computer where the database has been installed, or click the **Browse** button to find it. Alternatively, enter the IP address of the database server computer.

The **Password** field can be left blank, and the system will use a default password to access the Firebird database system. To provide greater security for the system, this password can be changed.

To change the password –

- Enter a new password in the Database Server Setup window. Touch Desk will still function as it always tries the default password if this user defined password fails.
- Then use the Firebird **gsec** command to change the SYSDBA password for the Firebird system. See the Firebird documentation for more details. Access to the SYSDBA account from any program now requires this new password.

Note that even without changing this password Touch Desk will change the SYSDBA password from that which is the default when Firebird is installed to its own default.

If the message **Unable to connect to Database. Select a new Database Server, or click OK to try again** appears, check that the path and password are correct, that the current windows user has permission to access the data, and that Firebird has been installed correctly.

8.10.1.2. Lane Server Setup

Computer where Lane Server is installed. Enter the name of the computer that has the Lane Server installed and is connected to the scoring, or use the **Browse** button to find it. Alternatively, enter the IP address of the Lane Server Computer.

If the name is left blank, the scoring is assumed to be connected to ***this*** computer.

Note that the Trial version of Touch Desk does not have a Lane Server, just click **Cancel** to run the Trial version. See Installation and Setup ▸ Trial Version.

If the Lane Server is unavailable for any reason (for example the network is down), this screen may appear when trying to start Touch Desk. Click OK to continue and Touch Desk will start. It will not be possible to communicate with the scoring, and Touch Desk will pause occasionally as it tries to contact the Lane Server, particularly in the Lanes screen. Touch Desk may be started up to 10 times without a valid lane server. Once this limit is reached, Touch Desk may only be run as a Trial version, or when contact is re-established with the Lane Server.

Start/Stop Lane Server. These buttons will Start or Stop the Lane Server service. They are only available if the current computer is also the Lane Server. These buttons are also available in Lanes ▸ Setup Scorers ▸ Info Tab

The Lane Server service will automatically start when the computer is booted. Should the service stop for any reason, Windows will repeatedly attempt to restart it.

While the Lane Server is stopped, no lane control is possible. The Lanes Screen will be very slow to respond as Touch Desk will keep trying to communicate with the Lane Server. Stopping then restarting the Lane Server may be useful to resolve some system problems.

Note that the **Start/Stop Lane Server** buttons are not available when using Windows Vista or later with User Account Control (UAC) turned on, unless the Touch Desk is run as an Administrator. See the Windows help files for more information on UAC.

See also Lane Server Setup ▸ Configure.

View Log. This button displays the log file from the Lane Server. This button is also available in Lanes ▸ Setup Scorers ▸ Info Tab

For an explanation of some of the messages in the file, see Lane Server Messages.

Lane Server Information.

Version is the Lane Server Version.

SIU Version is the version of the firmware in each SIU.

SIU Serial # is the serial number of each SIU.

Key Serial # is the serial number of the attached USB key.

License Expires. If the License Code is valid for only a limited time, the expiry date will be shown here.

Upgrade Policy/Limit: This will show if your licence includes unlimited upgrades or is limited to a specific version. Possible values are –

- **No Limit**. Upgrade to any version.
- **Subscription, No Limit**. Upgrade to any version,
- **Max Version=X.YY**. The licence can only be used for versions up to and including any that begin with X.YY
- **Current version is below limit**. The licence is limited to a version higher than that of the currently running software. As this later version was not released when the current software was built, the exact version number of the limit is unknown. See your licence email or contact your supplier for details.

The version of the Touch Desk currently running can be found at the top of the main Touch Desk screen.

No. of Terminals. The maximum number of Touch Desk terminals that can be in use at the same time, excluding the Back Office terminal.

Options will show any options enabled by the license such as **POS** (Point of Sale)

License Status will be one of –

- **OK**
- **Expiry Near!** The licence will expire within the next 7 days.
- **Bad License Code or Centre Name.** The License Code does not match the centre name or scoring type, or there is some other problem with the key.
- **USB Key Missing.** The USB key has been removed.
- **Wrong SIU Serial.** The serial number of the SIU does not match the license. In the event of SIU failure, the system may operate up to 7 days with a substitute SIU. This allows time to receive a new License Code from your supplier.
- **Wrong Key Serial.** The serial number of the USB Key does not match the license. In the event of key failure, the system may operate for up to 7 days with a substitute key. This allows time to receive a new License Code from your supplier.
- **Wrong Key Phase.** There is a problem with the USB key, please contact your supplier.
- **Bad Windows Version.** The version of Windows on the Lane Server computer is not supported by the Lane Server.

- **Lane Server Version Exceeded.** The version of the lane server and Touch Desk currently running exceeds the limit of the licence.
- **USB Key Clock Bad.** There is a problem with the USB key, please contact your supplier. Continued operation cannot be guaranteed.
- **Expired.** The license has expired.
- **System Stopped**. If one of the above errors is not corrected, the system will cease lane communications.

8.10.1.2.1. Configure Lane Server

The **Lane Server** manages all connections to scoring hardware, table control hardware, and feeds live scores to cloud applications. This screen is used to configure these connections.

Clear Status. This button will clear all status information for the all lanes and tables. All lanes and tables must be checked out before this function can be used. It should not normally be required, but is provided as a backup.

8.10.1.2.1.1. Scoring

Centre Name is the name of the bowling centre. It will appear on the overheads and scoresheets. It must be entered exactly as provided by your supplier. If **"Unregistered Software"** or **"Unregistered Program"** appears on the overheads rather than the centre name, then the License Code (see below) is not correct.

The centre name is limited to 20 characters for Accuscore II and Plus scoring and 32 characters for all other scoring.

License Code must also be entered exactly as supplied. None of the following settings can be changed without obtaining a new License Code –

- Centre name
- Scoring type
- Number of lanes

The License Code also controls the license under which Touch Desk may be operated, and determines the following settings –

- The serial number of the **SIU** or USB key which must be present.
- The maximum number of Touch Desk terminals.
- Access to various Touch Desk features.
- Access to various Touch Desk versions.

- Compatible versions of Windows
- Expiry date of licence
- Allowed versions of software.

To obtain a new License Code to upgrade or change your license, contact your supplier.

Number of Lanes is the number of the lanes connected. The number of lanes cannot be changed without obtaining a new License Code.

Type of Scoring. See Scoring Types for a full description of each available type.

The general type of scoring cannot be changed without obtaining a new License Code.

Network Connection is the network interface device or card that will be used to connect to the scoring for XL, Boss or Frameworx scoring. It is advisable, although not essential, to use a separate interface device for the scoring to that used for other network connections.

Number of SIUs

A.K.Microsystems **SIU**s (Scorer Interface Units) are used to connect the scoring equipment to the computer.

Some scoring systems (such as Frameworx and XL/Boss) use a standard network connection, and therefore an **SIU** is not required for these systems.

Brunswick AS90 systems can also be connected via the original Brunswick SIU as fitted to Command Network, rather than via an A.K.Microsystem SIU. In this case the computer will need to be fitted with 4 RS232 serial ports for connection to the original SIU and LIU.

Similarly, Accuscore 2 and Plus systems can use a Sealevel 5102 interface card to connect to the original Home Run box, rather than using an A.K.Microsystems SIU. A standard RS232 port is also required to connect to the AMF LIU via the same home run box. Alternatively, an RS485 port can connect to the LIU directly.

Generally only one A.K.Microsystems **SIU** is required. However when the scoring type is set to **Brunswick AS80/90/90C, Accuscore 2**, **Accuscore Plus** or **Touch Score 2**, up to 4 SIUs can be used.

For Accuscore systems, using multiple SIUs and dividing the lanes amongst them provides a significant speed advantage for larger centres.

For Brunswick systems, there is no speed advantage, but it is sometimes more convenient and reliable to run multiple com cables to the lanes.

It is not strictly necessary to specify the number of SIUs connected as the Lane Server will use as many SIUs as it finds at start-up. However specifying the number of SIUs ensures that the Lane Server continues to look for the correct number even if one or more SIUs are not present at start-up.

Master SIU Serial Number. For systems with more than one SIU, this is the serial number of the SIU to which other devices are connected – such as a pinspotter controller, Remote TV controller etc. The additional SIUs are used only for the scoring chassis and not for any of these other devices.

Enter only the digits from the serial number label on the Master SIU.

If **Master Serial** is left blank or set to 0, then the Lane Server will use the first SIU that it finds upon start-up. The order that SIUs are found depends upon which USB port they are connected to, and can be changed by rearranging the USB connections.

If a **Master Serial** number has been entered, and the master is not the first SIU found, then the Lane Server will automatically reconfigure the ports. This may delay start-up of the Lane Server for a few seconds, and will be noted in the log file.

For Brunswick systems , the overhead com signal for ALL lanes is output on every SIU. So any one of these outputs can be used for any group of lanes.

Other A+ Com Device. For Accuscore II, Accuscore Plus, and TS2 in native mode, communication with the scoring may be through another interface card or USB device rather than through an SIU. Set the number of SIUs to zero and select the interface device from this list.

Brunswick SIU Com Ports. For AS80/90 systems with a Brunswick SIU, these ports must correspond to the serial connections to the Brunswick SIU.

Type of Pinspotter Controller sets the type of Pinspotter Controller or LIU that is connected. Supported types are –

- A.K.Microsystems Pinspotter Controller, all types
- AMF LIU
- AMF MCU
- Brunswick Source Command (Firmware SC920, key switch in MGR position)
- Brunswick LIU (Firmware LIU80 or LIU92)
- Adam 4068 or 4069 relay modules
- Adam 5000 series controller with 8 channel relay modules
- Modbus RTU generic relay controller.

Show WORKSHOP mode when switched off at back. If the mechanics switch at the back end is turned off, the lane will show in WORKSHOP mode at the desk. Only supported by AMF and Brunswick LIUs. May only work if the pinspotter is turned off at the desk for some installations.

Pinspotter Controller is used for Table Power only, not pinspotters. Select this option when there is a pinspotter controller present, but it is used only for controlling the power to tables, such as pool table lighting. This may ocuur when when the pinspotters are controlled via the scoring as in the case of Xl/Boss or Frameworx scoring.

Type of Pinspotter sets the type of the pinspotter that is connected to the Pinspotter Controller. For systems that control the pinspotter through the scoring, there will be settings elsewhere to determine the type.

Pinspotter Com Port sets the standard Windows COM port to which the Pinspotter Controller or LIU is connected. Note that an SIU has built-in com ports for all pinspotter types except the **Adam/Modbus** module, and the SIU port will be used in preference to a standard com port whenever possible. Note that some LIUs, such as an AMF LIU, will require an RS485/RS232 convertor in order to connect to a standard Windows RS232 COM port.

For use with generic **Modbus** or **Adam 4000** series modules, a half-duplex (two wire) RS485 port is required.

Adam 4068 or 4069 relay modules can be used, and all connect to a single com port. The ID of each Adam module must be set using the software supplied with the module before it can be used. ID =0 is reserved for initial setup and should not be used. IDs should be set to 1, 2, 3 etc up to as many modules as needed. Also set the baud rate to 9600, checksum enabled, and select the Advantech protocol.

Alternatively, **Adam 5000** series controllers fitted with 8 channel relay modules can be used. The 4 slot controller may be used when 4 or less slots are required, else the 8 port controller must be used. Using multiple 4 slot controllers is not supported. The IDs, protocol, baud rate and checksum should be set as above for 4000 series modules.

For generic **Modbus** relay modules, the address of each module must be set sequentially starting at 1. The relays in each module must be numbered from 1. Enter the number of **Relays per Module** in Lane Server setup. Note that Adam 4068/9 modules cannot be used in Modbus mode, as their relays do not number from 1.

See the **Adam** manuals for details on connecting and setting up the modules

There are 3 possible configurations of Adam/Modbus modules.

Without Instructomat. One relay per lane.

With Instructomat. Each lane requires 2 relays. The first turns on the pinspotter, and the second enables instructomat. For example, relays 1,3,5 & 7 turn on lanes 1,2,3 & 4, while relays 2,4,6 & 8 enable instructomat mode on lanes 1,2,3 & 4. Note that for 82-30 pinspotters, the power relays are not enabled during instructomat mode, while on other types they are.

With Screen Control. In addition to pinspotter control, the module can be used to turn on the screens at each lane. This setup can be used as a replacement for a Brunswick Source Command. Similar to the Instructomat case, there are 2 relays per lane. Relays 1,3,5 & 7 control the pinspotters for lanes 1-4, while relays 2,4,6 & 8 control the screens.

Frameworx A/V Com Port is the standard Windows COM port which is to be connected to a Frameworx Audio/Visual control box.

A+ Com Speed. This determines the speed of the Accuscore Plus com ports on the **SIU**.

For Accuscore 2 or Plus scoring, this should be left at 100%.

However, when only TS2s are connected to the A+ port, the speed of the data communications can be varied. Depending upon the quality and length of the cable, the number of lanes, and other factors, it may be possible to increase the speed to as much as 1000% (10 times) faster than standard Accuscore Plus communications. This will greatly speed up the downloading of graphics and the overall performance of the system.

If the speed is increased too much there will be a large number of communication errors, and lanes will frequently drop offline.

Com speed can also be slowed to below 100% to reduce errors in centres that have bad cabling or excessive electrical interference.

Console Password. This is the password used to access the setup menu at the tablets that can be used as bowler consoles for Touch Score scoring.

8.10.1.2.1.2. Table Power

Touch Desk can control the power to tables via external hardware. This can be used to control the lighting over Pool Tables for example. Use this section to setup this control.

Currently, only three types are supported –

- **Via the Pinspotter Controller (or LIU)** In these types of installations, the tables are wired as per lanes. For example, in a 40 lane house, the tables may be wired as lane 41 and above. Set the controller type to **On Pinspotter Controller** and enter the virtual lane number of the first table as the address. (eg 41)

  Control via the Pinspotter Controller is only supported for AMF or Brunswick LIUs, and **Adam** or **Modbus** relay modules.

  The address or virtual lane number of the tables should not conflict with actual lanes, unless Pinspotter Controller is used for Table Power only, not pinspotters is selected. This option is not available for **Adam** modules, as

they can be setup for tables without being also configured as a pinspotter controller, unlike the other types.

Note that when the pinspotter type is set to **Adam with Instructomat**, then there are 2 relays per lane, but only for the actual lanes. For example, in a 10 lane house, relays 1-20 are used for the actual lanes. Relay 21 is virtual lane 11, relay 22 is virtual lane 12 and so on. Use the virtual lane number to select relays to be used for table power.

- **Adam Module.** An **Adam** 4068 or 4069 relay module connected to a half duplex (two wire) RS485 com port may be used. Multiple modules in multiple locations can be connected to a single com port. The ID of each Adam module must be set using the software supplied with the module before it can be used. ID =0 is reserved for initial setup and should not be used. Also set the baud rate to 9600, checksum enabled, and select the Advantech protocol. See the **Adam** manuals for details on connecting and setting up the modules.

  In Touch Desk, enter the ID of the first module to be used for each area in the **Address/Lane** field for that area. Set the com port connected to the Adam units in **Table Controller Port.**

  Modbus RTU. Any generic RS485 relay module that supports Modbus RTU may be used, as long as its relays are numbered from 1 onwards, and the address of each module can be set as required. A single half duplex RS485 comport is required to be setup as above for Adam. If there is more than one module, be sure to also set the number of relays per module in Touch Desk.

  Note that ADAM modules and generic MODBUS modules cannot be mixed.

8.10.1.2.1.3. IR TV

This page is used to setup the connection to the IR (infra-red) TV controllers that emulate an IR remote in order to control the TVs. To program the controllers, go to Start ▸ Programs ▸ Touch Desk ▸ TV Controller Setup.

Remote TV Controller Type and **Port** selects the type of Remote TV Controller that is fitted, if any. For more information, see the **Remote TV Controller** manual.

- **TS3 MPA**. Use the controller in-built into the TS3 Multi-port Adapter.
- **IRC on SIU O/H**. Separate Serial Infra Red Controller boxes are wired to the overhead port on the Scorer Interface Unit. (SIU Serial #0321 and later only)
- **IRC on Com Port**. Separate Serial Infra Red Controller boxes are wired to a com port on the lane server computer. In this case the actual com port number must also be selected.

IR Detector Location. There are several types of IR detector that can be used to initially record the signals from the hand held remote using the IRSetup program**.**

- **External on SIU Aux Port**. An external detector is fitted to the AUX port of the Scorer Interface Unit
- **TS3 MPA on USB.** A TS3 Multi-port Adapter, identical to that used at the TS3 chassis, is connected to the lane server computer via USB. The COM port used by this USB connection will also need to be specified.
- **Internal in IR Controller**. Each Serial Infra Red Controller box has an inbuilt IR detector or receiver, and one of these is to be used for recording. In this case it is also necessary to specify the lane number or ID number of the controller to be used, as set by the switches on the controller.

8.10.1.2.2. Scoring Types

Each supported type of scoring is listed below, along with any restrictions that apply. The software running in the scoring system should be that shown. Other versions may work with some limitations, or not at all.

Touch Score 2. This is the default communications mode for TS2, when TS2 is installed on *all* lanes, and J41/J42 or J3/J4 on TS2 is connected to the SIU.

However if TS2 is installed alongside other scoring, or is using any other connection to the SIU, such as J9 provided on the Magicscore model, then TS2 is emulating one of the legacy scoring types. Select the type of scoring that TS2 is emulating. See the TS2 manual for more information.

AMF Magicscore. Mark 1 boards, triple keypads, V1.07 firmware or Mark II boards, single keypad, V3.21 firmware

AMF Accuscore I. V3.21 firmware.

AMF Accuscore II

AMF Accuscore Plus (Version 4). V4.19 or later. Earlier V4 may have some limitations. For V3, use the Accuscore II setting.

AMF Accuscore Plus (Version 5). V5.32.

AMF Accuscore XL/Boss. XL V5 and V7, BOSS V2,3,4 &5 supported.

Boss and XL scoring can be configured to use either of two different IP addresses depending upon the original front desk equipment. Both configurations are supported by Touch Desk. See Scoring Hardware ▸ Scoring Network for details.

Brunswick AS80/AS90/AS90C with/without Overheads. V901 firmware is required.

AS80 is for systems without the AS90 control boards, and would normally have a Source Command unit to turn on the scoring.

AS90 is for systems with the AS90 control board, and black & white lowers.

AS90C if for systems with the AS90 control board, and colour lowers. This includes ASK.

It is possible that B&W lowers have been fitted to a colour system and vice versa. The only sure way to determine the correct scoring type to setup in Touch Desk is to check the crystal frequencies (Y1) on the main CPU board and the AS90 Control PCB as below –

AS80 CPU 23.64MHz, no Control PCB
AS90 CPU 23.64MHz, Control PCB 14.75MHz
AS90C CPU 25.65MHz, Control PCB 16MHz

Any mixing of frequencies between lanes or mismatching of control boards with CPU boards is not permitted and may cause the system to not function reliably if at all.

Systems without overheads will display a large text grid on the lower monitors once bowling commences, while system with overheads retain the small text

grid. Note that if “with/without overheads” is set wrongly, it may be necessary to clear and restart the console to restore normal overhead function after correcting the type.

Brunswick Frameworx. V4.1, V5.5, or V6.03.

8.10.1.3. Virtual Lane Server Setup

When Touch Desk is operating in **Trial** mode, or **Remote Master** mode, there are no actual lanes connected, and therefore no lane server. In these cases, The Virtual Lane Server setup is used to simulate the lanes. Both the number of lanes and the scoring type can be entered.

8.10.1.4. Centre Setup

See Admin ▸ Centre Setup.

8.10.2. Setup System

This screen is used to configure settings that apply to the whole Touch Desk system.

For settings that apply only to specific terminals, see Admin ▸ Terminals.

For setting up sales areas, see Admin ▸ Sales Areas .

8.10.2.1. Main Tab

The settings on this Tab control how a Master Touch Desk is permitted to interact with this centre. See Multi-Centre Management for more information on the use of a Master Touch Desk.

System Wide Default Language. This is the language used for background tasks. The language used by the user at each Touch Desk terminal can be independently set at login, using the **Language** button on the login screen.

Master Touch Desk controls this Touch Desk. This item must be enabled for for a Master Touch to be able to interact with this centre. This option requires Touch Desk Standard edition and is not available on Touch Desk Lite.

Centre ID Number. For centres controlled by a Master Touch Desk, enter a unique ID number for this centre. This ID number should be the same as entered for the centre at the Master Touch Desk. See Admin ▸ Centre Setup.

Changing the centre ID number after the centre has been operating in connection with a Master Touch desk can have serious consequences. For example, the Master database will contain "phantom" data from the now no longer used centre ID. Make sure the centre ID is set correctly upon installation, and never changed after that.

Note that all data in the database is numbered with the unique centre ID. If this ID is changed, the database will be renumbered. Some renumbering may break links between some external types of data.

Allow Master to setup the Standard Operating Environment (SOE). The SOE is a common Item and Area setup that must be used if consolidated reporting is required. Note that when this option is set, some settings (such as Items) cannot be modified locally.

Exclude from SOE – Some data can be excluded from the SOE on a centre by centre basis. So although the Master is configured to send the entire SOE, some centres may exclude some parts as listed below. These parts can then be setup locally at each centre.

System Settings – Exclude the settings on the **Admin ▸ System Setup** screen. Note that settings on this Main Tab, and the Receipt Banner are always excluded.

Area Settings – The name of each Sales Area is always included in the SOE, as this is required for consolidated reporting. However other settings, as shown in the **Admin ▸ Sales Area** screen, can be excluded. The number of Tables in each area is always excluded, as this would typically be different at each centre.

Bowling Styles, Colours and Messages – This data often depends upon the scoring system installed, and as this could be different at each centre, it can be excluded from the SOE.

Item prices (includes availability) – The Item List must be the same at all centres in order for consolidated reporting to work, however different centres

may sell different items, or use different prices. Excluding prices and availability allows those settings to be made locally at the centre.

Item availability - Excluding item availability allows only the "Available" option in Items to be set locally. Pricing will still be controlled from the Master Touch Desk.

Item Restock Level – This allows the restock level for items to be set individually at each centre, rather than all using the same quantity as entered at the Master Touch Desk.

POS Screens - Another way of making different items available at different centres is to set up different sales screens, and only including those items applicable to each centre. Excluding POS Screens from the SOE allows the screens to be setup locally.

8.10.2.2. Lanes Tab

Modify Lanes. A user must be this level or higher to modify lanes - Check-In/ Check-Out/ Move, Modify etc.

Save Score Sheet Messages. A user must be this level or higher to save any changes to score sheet messages.

Save Colour Schemes. A user must be this level or higher in order to create, save or deleted a colour scheme. All users may set different colours for the lanes, even if they cannot save them as a scheme.

Save Messages. A user must be this level or higher in order to create, save or delete messages. All users may send custom messages to the lanes, even if they cannot save them.

Save FFG Maps. A user must be this level or higher in order to create, save or delete flexi frame game maps. All users may send custom maps to the lanes, even if they cannot save them.

Setup Styles & Themes. A user must be this level or higher in order to create, edit or delete styles, themes and theme packs. All users may use any style or theme however.

Setup Scorers. A user must be this level or higher in order to use the scorer setup function. This includes setting up scorer lighting.

Load Lane Software. A user must be this level or higher to transfer new software to the lanes using the Setup ▸ Files Tab screen. Sending invalid files can cause the lane to stop functioning, so only high level users should be allowed this access.

Check Out owing bowling. A user must be this level or higher in order to check out a lane when insufficient bowling has been rung up on that lane. This should generally be set to a high level in order to avoid free bowling. It is HIGHLY recommended that all bowling is rung up at lane checkout, even though the customer may be going to pay later.

Check Out customer owing money. A user must be this level or higher in order to check out a lane customer when money they owe money, even if sufficient bowling has been rung up. This does not apply to customers with a valid credit account, or customers that are checked in elsewhere (eg a table)

Check In/Modify Post Pay. A user must be this lever or higher to check in a lane for post pay bowling. Below this level, bowling must be prepaid (purchased prior to check-in). This will also stop lower level users from modifying a lane by changing the customer such that there is no longer any paid bowling on the lane. If restricting users in this way, they should also be restricted from refunds, as this could also result in a lane being checked in with no prepaid bowling.

Check Out Allowance. These options allow a check out to proceed, even though there may be a small amount of bowling owing or to be refunded.

They also determine how the amount of bowling is to be rounded to the nearest game or hour before payment.

The **Check Out** button on the Lane Modify screen will be shown in **GREEN** if no bowling is owing or to be refunded, **ORANGE** if the amount of bowling is within the check out allowance, or **RED** if it outside this allowance.

If it is outside the allowance a warning message will be displayed, and the check out may not proceed if the current user does not have Check Out Owing Bowling privileges.

For example, say a bowler has bowled 1 game, but needed to re-bowl a frame for some reason and the frame count is showing as 1.1. Without allowances, the operator would have to ring up 1 game and 1 frame in order to check out the lane. However, if the allowance is set to allow 1 extra un-scored frame per game, then the operator can simply ring up 1 game and check out.

Likewise if the bowler has prepaid 1 game and the lane is set to Auto Check Out, the check out would not proceed without this allowance as the bowler has bowled more than 1 game.

Allow an Extra ? un-scored frames per game sets the number of extra frames allowed per game. Note that these extra frames only apply to frames that are not scored, that is do not appear on the score sheet. If a score has been recorded for a frame then it must be paid for. Un-scored frames can occur when a frame is erased and re-bowled for example.

This setting also determines when the pinspotter will shut off when the Shutoff Pinspotter at end of Prepaid option has been enabled.

For centres that charge only for scored frames, this limit can be set high. While this does not allow unlimited unscored bowling, it should be suitable.

When ??? or less frames (or minutes) remain, round up to the next game (or half hour). This setting will round up small amounts of bowling to the next game or half hour. This serves two purposes -

- It allows lanes to be checked out with small amounts of bowling still remaining. Without this setting, if a bowler were to finish a time bowling session a few minutes early, or not complete the last frame of a game, the remaining bowling would need to be refunded in order to check out the lane.

- The second purpose, is to provide value for the customer. As the extra frame rate would normally be higher than 10 times the game rate, then a bowler who bowls say 9 frames may be better of paying for a full game rather than 9 extra frames.

For Time Bowling, the time is always rounded up to the next 10 minutes. Any rounding entered here is in addition to this default rounding.

Always collect score sheet at Check Out to count un-scored frames. This option will automatically collect a score sheet from the scoring chassis when checking out a lane. This is not normally done, as some scoring systems can be quite slow when collecting full sheets.

However, if a sheet is not collected, it is not possible to correctly count the number of un-scored frames in the case where bowling has taken place after the end of a game.

When a sheet is not collected at check-out, all frames bowled since the end of the game (when a score sheet is always collected) will be counted as **scored** frames.

Therefore, this option is really only needed for centres that charge on scored frames only, and who allow extra balls to be bowled after the game is over without charge.

Note that it is always possible to manually collect a sheet and therefore correctly count unscored frames by viewing a sheet, or by using the Bowler Checkout tab.

Ignore extra frames/time when automatically checking out. This setting applies when a lane that is at the bowling limits (prepaid limit, game limit or fixed time limit) is set to automatically check out. There may be cases when an additional frame is bowled for example before the machine shuts down. If this extra bowling exceeds the checkout allowance, then the automatic checkout will fail. This setting allows any such extra bowling to be ignored so the checkout will succeed.

Message Template for emailing Score Sheets. Score sheets can be sent by email rather than be printed. This only applies if the sheet or bowler is to a customer that has a valid email address entered. See Message Center for setting up a message template. Use the **Email** button on the **Score Sheet** tab to email score sheets.

Set default pricing period based on Current time or Check In time. When any of the **New Sale** buttons are used to ring-up sales from the Lanes screen, the pricing period will default to the correct period for the time given here.

This is only important when checking out a booking that spans two periods.

The default setting can be overridden at sale time by an operator with the appropriate level.

The same setting is used for all bowlers, no account is taken of bowlers who may arrive late, after a new period has commenced.

The same setting is used for all selected lanes, even though some may have started at different times.

Limit Live Score collection to ?? lanes. This option limits the number of legacy scoring lanes that can use live score collection at any one time. If checking in or modifying a lane will result in this number being exceeded, a warning message will appear and live collection will be disabled for those lanes.

This setting does not apply to **Touch Score 3**.

A setting of **0** or **blank** implies no restriction. To disable Legacy Live Scores completely, see Lanes ▸ Setup ▸ Enable Legacy Live Scores.

See Lanes ▸ Setup ▸ Enable Legacy Live Scores for more information.

Allow pinspotters on when not Checked In. If set, then the lane modify screen can be used to turn on the pinspotters without checking the lane in. While this can be convenient in many situations, it also allows bowling without the scoring being on to record the frames. Not available for Frameworx.

Flexi Frame Game Payouts. The amounts entered here will be used when printing Flexi Frame Game score sheets to calculate the payout owing to the bowler. Note that these amounts are shown for convenience only. They have no effect on Touch Desk accounts, nor are these values stored with the score sheet.

Terminal for lane console sales. Sales made at the lane console need to be attributed to a shift for a terminal, just like any other sale. The two basic choices are –

- **Lane Consoles**. This is a virtual terminal created specifically for the lane consoles. A shift will be automatically opened when needed, but must be closed and finalized from a Touch Desk terminal just like any other shift.

A reminder message will appear if there is a lane console shift present when any normal lane shift is closed or finalized. This is the default if none is specified.

- **Any other terminal**. Lane sales can be added to an already opened shift for a Touch Desk terminal, such as one for the front desk or snack bar. If a shift is not opened, lane sales will not be possible.

Tip Item for lane console sales. This is the tip item or account that is used to accumulate tips when payments are made at the lane consoles.

8.10.2.3. Lockers Tab

Locker Bank Name. Lockers are arranged numerically in banks. For example, A1-A100, then B1-50 etc. Enter the name of each bank here (eg A, B etc). If there is only one bank then it may be left blank.

First & Last #. This is the first and last ID number of the lockers in this bank. For example, 1 – 100**.** The maximum number per bank is 1000. If more than 1000 are needed then split into banks. Eg Bank 0, Bank 1.

Numbers can be numerical (1-1000) or character based (A-ZZ = 702 lockers)

Remove Customer. This user level is required to remove a customer from a locker. As this usually involves the return of keys and refunding of deposits, this user level is usually higher than that required for normal locker operation.

Modify Due Date. This user level is required to modify locker Due Dates. If the locker items have been setup to adjust the Due Date automatically, then there is no need for normal users to adjust the Due Date themselves. Therefore this level can be set higher that required for normal locker operation.

Normally a customer can only be removed from a locker that is **Near-Due**, **Due** or **Over-Due**. However if the user's level allows for modifying due dates, then they can remove a customer at any time.

Modify Multiple Lockers. The user level is required to modify more than one locker at once by selecting multiple rows. The ability to remove large numbers of customer from lockers or change multiple due dates in one operation can be a powerful and useful tool. But it can also cause problems if not used correctly. Therefore this user level can be set to higher than that required for normal operation, or even to "no one".

Receipt or Reports Printer. Select the default printer to be used for printing notices. Although the printer can be changed at the time of printing, this setting also determines the width of the text box when editing and formatting the notice. A notice formatted for a wide printer may not print properly if the printer is changed to a narrow printer.

Near Due Days. Set the number of days prior to the due date that the locker will be become **Near-Due**. This can be useful for issuing reminder notices prior to the actual due date. If not used, set to 0 and the lockers will never be **Near-Due.**

Over Due Days. This is the number of days after the due date that the locker will become **Over-Due**. If set to zero, then lockers will go straight to **Over-Due** at the due date and will never appear as just **Due**.

Issue Reminder Notice. Tick to issue a reminder notice when the locker is **Near-Due**, **Due** or **Over-Due**. Reminder notices can be sent via the Message Center, or can be printed manually using the **Print** button on the locker screen. If the message center is used, then reminders are sent automatically. Any that cannot be sent (eg the customer does not have a valid email address or SMS number) can then be printed as usual.

Edit Notice. Use this button to edit the text for each printed notice. Each notice will consist of a basic header showing the locker, customer and due date, followed by the text entered here. To format the text, select it with the mouse then use the buttons provided to change the font or the alignment.

Email/Text Message. Select a message template to use for the reminder message. See Message Center.

Fixed Dates. Lockers can be rented until a fixed date, for example the end of the season, rather than for a fixed period. Up to two fixed dates can be entered here along with a descriptive name. For example, “End of Season” or “End of Summer Season”. These dates will then become options when setting up Locker items, and when manually setting the Due Date using the short cut keys on the **Locker Modify** screen.

See Lockers for more information on using lockers.

8.10.2.4. Tables Tab

Check Out Customer owing bowling. A user must be this level or higher to check out a table when any customer on the table still owes bowling. It is HIGHLY recommended that all bowling is rung up at lane checkout, even though the customer may be going to pay later. If this procedure is followed, table customers should never have any bowling owing, and this level can be set to NO-ONE.

Check Out Customer Owing Money. A user must be this level or higher to check out a table when one or more customers on that table owes money. This restriction also applies when removing a single customer who owes money from a table.

This does not apply to customers with a valid credit account, or customers that are checked in elsewhere (eg a lane)

Edit Table Map Layout. This is the required level to setup a map layout for tables. See Tables ▸ Map Layout.

8.10.2.5. Sales Tab

Disable the Point of Sale module. If Touch Desk is to be used as a lane control system only, and a separate cash register is to be used to record sales, then the POS module should be disabled. The amount of bowling purchased can then be entered manually, so that the automatic lane shutoff functions still work. See Working without the POS module for information on using Touch Desk in this way.

If this option is greyed out, then your license may not include access to the POS system. Contact your supplier for an upgrade.

Use Adjustments. A user must be this level or high to use the **Adjustment Only** button. Adjustments are used to alter the balance of a trust fund, or the amount of stock on hand, without making a sale. See Making an Adjustment for more information.

Issue Refunds. A user must be this level or higher to ring-up any sale which includes a refund of an item; that is a payment TO the customer. Note that withdrawals from Trust Funds are excluded from this requirement. The user level for Trust Funds is set by the Trust Fund item setup. See Admin ▸ Items.

Open/Close Shifts. A user must be this level or higher in order to open or close shifts, or enter banking.

Close Shift with LDS Sales waiting. A user must be this level or higher to close a shift when there are drinks that have been poured using a Liquor Dispensing System (LDS) that have not yet been rung-up. To ring these items up, go to the Sales Screen and click Clear. See Admin ▸ Setup Terminals ▸ POS Tab ▸ Setup LDS for more details.

Open Shift for Amending Past Dates. A user must be this level or higher to open an additional shift for a past date, in order to make amendments to the daily totals. Only the most senior users should have this access. See Sales ▸ Working With Shifts ▸ Amending Daily Totals.

Close Batch for Card Terminal. A user must be this level or higher to use the close batch button on the Shifts screen to close the batch on an attached card terminal.

Enter Own User Banking. When users or servers are responsible for holding their own cash, this setting determines if they can enter their own banking amounts. If not, then a user with access to the open/close shifts screen is required to enter their banking on their behalf. See Banking by User for more information.

Enter Others User Banking. This level is required to enter user banking for others. As this is done via the Shifts screen, the user must also have the right to Open/Close shifts in order to access this function.

Adjust Tips. This level is require to use the Add Tip button on the sales screen after a tip has already been added to a sale. This allows for a previously added tip amount to be varied.

Remote Printer Locations. These are the location names for remote printers. Remote printers can be used to print a receipt or order at a remote location. For example, to print a food order at the snack bar that was rung-up at the front counter. The names entered here are generic only (eg Kitchen Printer) and do NOT correspond to the actual printer names in Windows, as these can vary from terminal to terminal.

FULL. Each printer can be designated as a **Full Print** printer. **Full Print** printers will print the entire transaction receipt identical to the local receipt printer.

Non Full Print printers will only print a minimal header, along with the items designated to print at this location. Any other items included in the sale, taxes, sub totals, cash tendered etc will not be printed. However if this customer still owes money, then the amount owed will be printed.

Full does not apply when the remote printer is used to print an order, as only the items in the order will be printed.

Force Local. This will force a local receipt print whenever a sale is sent to this remote printer. For example, if set for a kitchen printer, then a local receipt is always printed whenever items are purchased from the kitchen.

Large ID. This option prints the last two digits of the transaction number in large text on both the local and remote printers whenever this remote printer is used. Thus both the customer's receipt and the kitchen printout have the same large 2 digit reference number.

You can also force the local receipt printer to always print a large ID. See Admin ▸ Terminals ▸ Printers ▸ Large ID.

See Setup Printers for more details. See also Admin ▸ Sales Areas for using the order system as an alternative to remote printing.

Currency. Select the currency code for the local currency.

Customer Accounts. This special item accrues any outstanding balances on customer accounts. See Admin ▸ Items for more information.

Rounding Item. This is the special item used to accrue all rounding of cash payments. See Admin ▸ Items for details on setting up special items.

Rounding Method. This is the method used to round up or down cash payments.

Default EFTPOS. Select a payment item to appear as the default tender type for **EFTPOS** payments in the Sales Screen. Any payment which is processed electronically with the aid of an external terminal or card reader (such as credit cards) is considered EFTPOS. There can be multiple types of EFTPOS for

more detailed reporting, or simply a single EFTPOS item to cover all types. See Setup Items ▸ Item Types

Default Other. Select a payment type to appear as the default tender type for **Other** payments in the Sales screen. Other payments are payments that are not cash, nor EFTPOS. For example, cheques. See Setup Items ▸ Item Types

Auto Print Shift Report. Select the type of report, if any, to be automatically printed when a shift is finalized. By default the report will be printed on the receipt printer. To print a full width report on the Reports Printer, see also Admin ▸ Terminals ▸ Shift Reports on Report Printer

Export File Type. Select the type of file to be exported to the accounting program when a shift is finalized. **QuickBooks IIF** can be used not only with QuickBooks, but also any other program that's supports this format. The **Generic CSV** is suitable for use with Excel and other programs. See Setup Items for Export.

Important Quickbooks Note – when importing an IIF file into QuickBooks 2019 or later you may receive an error that the **Name Field is missing from the Transaction Header** or similar. This is wrong as a name is not required for these transactions. Use the **Import without Review** option on the QuickBooks import screen instead. Ignore the **Import it for me. Ill fix it later** warning, as no fixing is required.

Prevent shift close if Previous Shift not finalized. This option can be used to ensure that each shift is finalized before the next shift can be closed. If not enabled, the operator must take extra care to ensure that each shift is finalized correctly, and that banking amounts entered prior to finalizing are for the correct shift.

Banner on Receipts. This text will appear on the top of customer receipts immediately after the bowling centre name and registered address and may include any additional information you wish to display. The centre name will appear as entered in the Admin ▸ Lane Server ▸ Configure and may not be changed without applying for a new License Code. Contact your supplier for any changes to your center name or registered address. Fees may apply.

Delete Pre-Auth. Pre-Authorised holds put onto a customer's credit or debit card account can generally not be removed, but will lapse after a set number of

days. This option allows the Touch Desk record of the **Pre-Auth** to also be deleted at the same time.

If the number of days is set to 0, the **Pre-Auths** will never be deleted.

If the number of days is more than 0, the record will be deleted after this number of days. For example, if set to 3:00AM on day 1, each **Pre-Auth** will be deleted at 3:00AM on the first day after it was created. If set to day 2, each record will be deleted at 3:00AM on the second day after it was created, and so on.

Often the number of days can just be set to 1; that is all **Pre-Auths** are cleared each night, but make sure the time is after closing time (eg 5:00AM). Any customers returning for the following day would need another **Pre-Auth** to gain credit.

For more information on using **Pre-Auths** see Sales ▸ EFTPOS Sale Screen ▸ Pre-Authorisation.

Pre-Auths can also be deleted for a particular customer in the Customers Screen ▸ Details ▸ Pre-Authorisation.

8.10.2.6. More Sales Tab

This tab contains additional Sales settings.

Messaging –

Message Template for emailing Receipts. Sales receipts can be sent by email rather than be printed. This only applies if the sale is to a customer that has a valid email address entered. See Message Center for setting up a message template.

Message Template for emailing Bills. This message will be used for Bills.

Receipt and Bills are sent as PDF attachments. A PDF printer driver must be installed. See Admin ▸ Terminals ▸ Printers ▸ PDF Virtual Printer

Note that sales receipts and bills can take up considerable disk space. Some PDF drivers such as the default Microsoft driver will create unnecessarily large files. However there is no need to keep these for long, as they can be re-

generated at any time. Therefore set the Clean Up times on these messages to something short.

Once the emails have been setup correctly, then receipts and bills can be emailed manually at anytime in the same way that they can be reprinted. An extra **Email** button will appear on the appropriate screens.

The following additional settings allow receipts and bills to be emailed automatically at the end of a new sale in the same way they can be printed automatically.

Always email bills/receipts where possible. An email will be sent for all sales that are to customers with a valid email address.

Email receipts only when auto printing is enabled for this sale. An email will be sent only if auto local printing is enabled for an Item in this sale.

Do NOT auto print card sales when email sent instead. If set, the local printer will NOT print receipts for credit card sales if the customer has an email address and an email can be sent. Credit Card sales in this context are those via an attached Credit Card terminal only.

Do NOT auto print other sales when email sent instead. If set, the local printer will NOT print receipts for other (non credit card) sales if the customer has an email address and an email has been sent.

Card Fees –

This section is used to calculate any additional fee or surcharge that is levied on the customer when using a credit or debit card.

Note: There are strict rules put in place by the card providers and government regarding the amounts of such fees & surcharges that can be charged and the circumstances under which they can be charged. It is the merchant's responsibility to ensure that Touch Desk is setup and operates in a way that complies with the any such rules.

There are two types of charges –

- **Surcharge**. This is a percentage of the sale and can be applied to credit cards only. It can be optionally applied to tips as well, although this not normally done.
- **Service Fee**. A service fee can be made up of a fixed amount and a percentage amount and can be based on one or more of the sale amount, cashback amount (debit only) and tip. Separate service fees can be set for Debit and Credit cards.

The way Touch Desk handles these charges depends upon whether the card terminal is linked, and the type of link used, as below.

- **Manual (not linking)** – Touch Desk will calculate all fees and surcharges and apply them to the total.

- **Pax POSLINK** – If Admin►Terminals►EFT POS►Include Surcharge and Fees in Sale Total is NOT set, then the Pax terminal itself should be configured to add any fees and surcharges. In this case the calculations setup on this screen are not used, but a **Fee Item** still needs to be set to record the amounts. This is the preferred option but may not be supported by all terminals and processors.

  If **Include Surcharge and Fees in Sale Total** is set, then Touch Desk will calculate the fees and surcharges as set on this screen and add this to the sale total. The entire amount will be processed as if it were just a sale. Any changes made at the terminal, such as adding a cashback or changing the card type will not be reflected in the calculated charges.

- **NetePay** – The **surcharge** is calculated by Touch Desk and submitted to the terminal as part of the transaction. The terminal may vary or remove the **surcharge** based on the processor's and/or card provider's rules. The **fee** is calculated by Touch Desk and added to the sale total.

Each **Card Fee** setting is described below.

- **Fee Item**. This is the item used to record the fee or surcharge. Setup a suitable item and ensure the item type is **EFTPOS Fees.** If taxes are to be applied to these charges, then make sure the correct tax code is set for the item. The amount of the charges as calculated here will be tax inclusive.

- **%Rate** and **Flat Rate** – used to calculate the charge. Leave at 0 if either does not apply.

- **Applies to –** select the amounts that the percentage rate will be based on. The flat rate will be applied once and only once if any of the enabled amounts are non zero.

  Note that the Credit Surcharge is NOT typically applied to tips.

  The Sale amount is always included for credit fees and surcharges but can be disabled for debit cards to allow for the case where a fee is to be charged only for cashbacks.

Note that no fees or surcharges will be applied when a tip is added after a sale is complete using an Adjust transaction.

Any Fees and Surcharges calculated here may not reflect any changes subsequently made at the terminal, such as adding a cashback or tip or changing card type.

Fees items can be setup as taxable as usual. However, tax will not be charged unless one of preceding items in the sale is also taxable with that same tax code. This is consistent with most regulations requiring tax on fees and surcharges to reflect the base sale. If you have multiple taxes, you can set the tax code for the fee items to be a combination tax of all the applicable tax codes. Only those used in the sale will be applied.

Note that when using a PAX terminal to calculate charges, the terminal may not correctly add them to refunds. If this is the case you will need to place the relevant fee & surcharge items on a POS screen so they can be rung up manually with the refund. The price on each fee item will need to be manually entered to agree with the customer's original receipt. The items should be rung up in the same order as the customers receipt after all other items to ensure tax is calculated correctly. This applies only to Refunds, not Voids. Voids will be handled correctly without requiring manual intervention as the original amounts charged are known.

8.10.2.7. Customers Tab

View Customers. A user must be this level or higher in order to view the **Customers** Screen. All users may create new customers as needed to make sales and check in and out lanes without access to the customers screen.

Edit Name. A user must be this level or higher to change the name of an existing customer. This is potentially dangerous as an outstanding debt may appear to be for a different person if the name is changed. This feature should be restricted to higher level users. Note that the customer number never changes, and can be used as a check against this type of deception.

Edit Contacts. A user must be this level or higher to change the contact details of an existing customer.

Edit Multiple Customers. A user must be this level or higher to change the contact details of multiple customers. This is potentially dangerous as a user could select a large number of customers then accidentally erase or change all contact details. However, it can also be a useful tool. This function should be restricted to higher level users.

Edit Credit Limit or Account. A user must be this level or higher to change an existing customer's credit limit, or to make a sale which exceeds the customer's credit limit, or to allow the customer to have an account. New customers are created with the default credit limit as shown below.

Program NFC cards. This level is required to issue a new NFC card for a customer or user. See NFC Reader.

Delete Customer. Required user level to delete a customers from the customers screen. Once deleted, any transactions for that customer will be denoted by the customer number only, not the customer's name, and this can make tracking difficult. Deleting customers is not recommended.

Default Credit Limit. This is the credit limit given to new customers when they are created. All users can create new customers with this credit limit. Even customers without an account will need a credit limit if they are to be allowed to order food or bowling without paying at the time of order. This amount can also be considered as a maximum pre-order level.

Two different credit limits can be set, one for sales made at the POS (Touch Desk) and another for sales made by the customer themself at a self serve terminal such as a lane console.

Phone Format. Phone numbers in Touch Desk are stored in one of two ways – international format (eg **+11234567888**), or local format (eg **(123) 456-7888**).

The numbers are stored internally as digits only with the exception of the leading plus sign. All other characters are ignored.

Any number beginning with a plus sign is assumed to be in international format. All other numbers are local. Touch Desk uses the **Default Country Code** and the **Add leading 0 to local numbers** setting as described below to convert between formats as needed. This is especially important when Touch Desk has to interface with cloud apps or external devices (eg SMS modem) which require phone numbers to be correctly formatted.

When entering a number, add or remove the plus sign to swap between international and local formats.

The **Phone Format** setting allows the local numbers to be displayed in a user friendly way that can include brackets, dashes or spacing. International numbers are always displayed without formatting.

A separate format can be used for the primary and alternate phone numbers, to allow for regions where one format does not cover both landline and mobile phones.

The format string can contain the following characters –

0-9 represents a digit must be entered here
( ) - _ , . are displayed as entered
Space is a space

All other characters are ignored. A typical format for the US is (999)999-9999.

If the format is left blank, then the numbers will not be formatted and displayed as a series of digits (with optional plus sign) only.

Default Country Code. This country code is used to convert local phone numbers to international format.

Note if entering a number from a different country to the default, then the full international format must be used. ie **+** ***countrycode number***.

Add leading 0 to local numbers. Enable this setting if local phone numbers are displayed with an additional leading 0. For example, international number +617 123 4567 is equivalent to local number 07 123 4567 in country code 61.

Keep bowling balances for ??? days. The current bowling balance of all customers whose last activity in the center is older that this many days will be zeroed. Ideally, no customers will have a bowling balance for long, as they will bowl and pay for the correct amount of bowling on each visit. However, often some bowling is left remaining or shoe hire may not be correctly accounted for. This setting will zero these amounts so that the customer will start with a zero balance for their next visit.

Balances are zeroed at 6 AM each morning. For example, if set to 1, a customer's balance will be zeroed at 6AM on the morning after their last activity. Activity up until 3AM is considered to belong to the previous day.

Any balance for customers that have an upcoming booking will not be deleted, in case that balance is to be used for the booking. The cash balance of customers will not be affected.

Customer Types. Customers can belong to one or more **Customer Type**, as defined here. These types can then be used to search for customers or in reports.

For example, a type may be called *Schools* and used to identify school customers. It is then possible to do a mail out to all schools by searching for customers based on the *School* type.

Note that these types are only used to assist in searching for customers. They do not affect the operation of the customer in any way.

Customer flags are similar to customer types, in that they are used to identify a group of customers in searches. They are more flexible than types in that there can be an unlimited number of flags, whereas there can be only 20 customer types. Flags can also be automatically set by the customer when replying to an email or SMS message. A typical use would be to send a tournament invitation asking those interested to reply. The setup options for the message would specify a flag to set upon receiving a positive reply. A search for customers with this flag set would then return all those interested in this tournament.

Create default New Customers automatically. Whenever a customer is required for an operation (such as check-in) and one has not already been selected, Touch Desk will usually prompt for a customer with the **New Customer** screen.

Selecting this option forces Touch Desk to skip the **New Customer** screen and create a default new customer (e.g. New Lane xx) automatically.

You can still bring up the **New Customer** screen using the **New Customer** button if you wish to enter a name or search for an existing customer.

The preferred method of operation is to disable this option and use the **New Customer** screen, as it allows quick entry of a customer's name. This makes tracking customers easier, and allows for a more personalised service. If a name is not required, the default customer name can still be used by just clicking OK on the **New Customer** screen.

New Bookings will always bring up the **New Customer** screen, as contact details are usually required for booking customers.

Import. This button allow importing a list of customers into the Touch Desk database. See Importing Customers.

8.10.2.7.1. Importing Customers

This screen is used to import a list of customer names and addresses into Touch Desk. It is most often used when initially setting up the system to import names from an older system, but it can be used at any time to add or update customers in the database.

The file to be imported must be a text file, and use either commas or TAB characters to separate each field. Quotation characters (“) around text fields are not essential but may be used. They will not be included in the field data.

The first line of the file may be a header line which lists the names of each field in the file, but this is not essential.

Each customer to be imported must have a valid name. Lines without names will be listed in the results screen as errors and will not be imported.

Each line should also have a valid address and city. Touch Desk will search the database for a matching entry with the same name, address and city. If a match is found, that record will be updated with the details from the text file, else a new record will be created.

If the address or city is missing from a line, then either the line can be marked as an error and excluded from the import, or just marked with a warning and imported anyway. Tick **Import Names with no address** to import the names anyway.

If other information such as a phone number or email is missing from the text file, this will be noted in the import log as a warning and the customer will still be imported.

To import a file, enter the **File Name**, **Delimiter** type (comma or tab), and tick **Header** if the file includes a header line.

The text grid will then show –

Header Line – these are the field names contained in the first line of the text file, if present.

Field Name – This is the database field in Touch Desk that will be used store the information from this column. Where a header line is present, Touch Desk will attempt to match these field names with the header automatically. Review each column to ensure it is set correctly and change any that are wrong.

Note that you do not need to import every column of the text file, nor does every field in the database need to be set. The minimum requirement is for a NAME.

Also, more than one column can be set to the same field. For example, if the text file has two fields for street address, such as ADDRESS LINE 1 and ADDRESS LINE 2, then set both columns to ADDRESS. Both lines will then be combined into the ADDRESS field in Touch Desk.

If there is information in the text file that you want to record, but it does not have a corresponding field in Touch Desk, then set the field name to NOTES. This information will then be added to the Notes for this customer

Sample Data – The first few lines from the file are shown to enable the identification of each column. If the data is not shown correctly in this area,

for example there is only one column shown, then either the delimiter has been set incorrectly, or the format of the file is not suitable.

Once the sample data looks correct, and the Field Name for each column correctly indentifies that column, click **Import** to begin importing.

The file will be analysed and a log displayed.

The log includes –

Errors – Name, Address or City missing. The customer will not be imported.
Warnings – A selected field (such as phone) is blank for a customer, but they will be imported anyway.
Records updated – the number of existing customer records updated.
Records created – the number of new customer records created.

Click **Proceed with Import** to complete the import, or **Cancel** to return to the setup screen.

Once an import has been completed, a button is provided to automatically show these customer records in the **Customers** screen, where they can be reviewed or edited as required.

Note that this button is only for the current import. If you wish to view these records again at a later date, you will need to search for them based on the date created and that they were imported.

8.10.2.7.2. Reset Terms and Conditions

This function is used after the terms and conditions for customer login at the lanes have changed. All customers will be asked to agree to the new terms and conditions before proceeding.

See Lanes ▸ Self Serve ▸ Lane Login

8.10.2.8. Bookings Tab

Modify Bookings. A user must be this level or higher in order to create, modify or delete Bookings.

Modify Reminders. The default booking reminders are setup in Admin ▸ Sales Areas ▸ Bookings. However these defaults can be modified for each individual booking, or in a CDE League customer used to generate CDE bookings. The user level defined here is required to make this modification.

Estimated Time On Lanes. These settings are used to calculate the estimated time on the lanes for a booking when the booking is first entered. However the time can be changed in the Bookings screen. See also Setup ▸ Items ▸ Bowling Tab for setting different times for each item sold. Note that the **Max bowlers per lane** setting is only enforced when uploaded for use by a cloud booking app, otherwise it is up to the operator to allocate sufficient lanes.

Default for New Lane Bookings. These settings are the default for bookings created with the NEW button. For CDE event bookings, these settings are controlled elsewhere. See CDE Leagues ▸ Start-up and Shut-off Options.

Booking Trust Fund. The default trust fund item for holding Booking Deposits and payments. This must be a Customer Trust Fund type item.

Touch Desk can reconcile the bowling that takes place on any given day with the bowling that has been paid for on that day. If bowling is paid for in advance, such as when a booking is made, then this day-by-day reconciliation will not be correct.

To overcome this, advance payments should be held in a trust fund, and then used to purchase bowling on the day of the booking. Touch Desk can do this automatically, so long as this trust fund item has been setup.

Whenever a **New Sale** button on the booking screen is used to make a sale and that booking is for a day other than today, then the operator will be prompted to hold the funds in this trust fund instead.

If accepted, the sale is converted into a trust fund deposit, and the actual bowling items are saved in the Pending Sales tab of the booking. These will be automatically rung up on the day of the booking, 15 minutes prior to start time or at check-in if earlier, using the customer's trust fund balance as payment.

In addition, the deposit taken can be less than the entire booking amount. It can be specified as either a percentage or a fixed amount. In this case, the customer will still have a balance owing on the day of the booking.

To add additional items to the list of pending sales, use the **New Sale** button from the booking screen again. If no additional deposit is to be taken, enter 0 as the deposit amount when prompted.

To remove pending items, use the **DELETE** button on the Pending Sales tab of the booking.

To take additional deposits, or to refund a deposit, without ringing up pending items, use the appropriate booking deposit key on the Sales screen as normal.

Booking Types. Bookings can belong to one or more **Booking Type**, as defined here. These types can then be used to search for bookings.

For example, one type may be called *Birthday Party*. The options tab of the Booking screen will then show *Birthday Party* as an available type.

To search for all *Birthday Parties*, click the **Types** tab in the **Bookings** screen.

To print a list of upcoming *Birthday Parties*, use the **Booking List** report in Admin ▸ General Reports.

Note that these types are only used to assist in searching for bookings. They do not affect the operation of the booking in any way.

These types cannot be used to track income from different events. Use different items to track income. For example, setup a *Birthday Game* item to track income from games bowled during birthday parties.

Booking Types are also used to classify CDE event bookings. The League Attendance report can then provide attendance information for each league type. For example, there could be a booking type called "*Senior Leagues*".

Set Venue Trading Hours for online bookings – this allows the trading hours for the center to be uploaded to a cloud app that accepts online bookings or sale. See Trading Hours.

8.10.2.9. Admin Tab

System/Areas/Terminals. A user must be this level or higher in order to use the **System** setup, **Area** setup or **Terminal** setup button.

Users. A user must be this level or higher in order to use the **User** setup button. Users can only setup users of a lower level than themselves. For example, if this field is set to *Manager*, then a manager can access the users screen, but will only see themselves, shift supervisors, senior and junior operators. They will not be able to edit any other managers or owners.

Items & Pricing. A user must be this level or higher in order to use the **Items, Pricing Levels,** or **Pricing Periods** setup buttons.

Purchasing. Required level to place and process purchase orders.

View POS Reports. A user must be this level or higher in order to generate Point of Sale Reports. If Auto Print Shift Reports is enabled, the automatic report will be printed for all users.

View Transactions. A user must be this level or higher to use the **Transactions** function from the **Admin** screen. However any user with access to the customers screen may search for transactions for that customer from that screen.

Use General Reports. A user must be this level or higher in order to view General Reports.

Customise General Reports. A user must be this level or higher to edit or save changes to **General Report** settings, or create a new general report.

View Income Report. A user must be this level or higher to view the **Income Report** which is available from within **General Reports.** This level is usually higher than that needed to access other general reports, thereby further restricting access to sensitive income data.

View Employee Time Sheets. A user must be this level or higher to view any Employee Time Sheet, including their own, in the reports section.

Modify Others Time Sheets. This level is required to modify another user's time sheet data. No user, regardless of this setting, can modify a time sheet for a user with a higher level than their own in the Admin area.

Modify Own Time Sheet. This level is required for a user to modify his or her own time sheet data.

Use Frame Meters. A user must be this level or higher to view the frame meter counts. If the meter type is set to manual, this user can also enter the current meter count.

Setup Meters. A user must be this level or higher to change the type of frame meters.

Reset Bowler Stats. A user must be this level or higher to reset or recalculate bowler statistics.

Use Database Clean-Up. A user must be this level or higher in order to use the Cleanup Database function. Unless the user also has configuration permission (see below) they can only delete the old data as per the saved criteria, without changing the criteria.

Configure Database Clean-Up. A user must be this level or higher to make configuration changes to the Cleanup Database screen. Only high level users should be granted this permission, as incorrect use may permanently remove data that is still needed.

Backup and Restore. This user level is required to use the Back and Restore function, although automated backups will run regardless of the user currently logged on.

Digital Signage. This user level is required to use any of the digital signage functions, including setup of screens, playlists or price lists.

Use Data Exchange. This level is required to run data exchange tasks between a Master Touch Desk and a centre. Scheduled tasks will run regardless of level. Only preconfigured tasks may be run, unless the user also has **Setup Master** privileges as below.

Setup Master Touch Desk. This level is required to set up centre names and server addresses, and to configure Data Exchange tasks between a Master Touch Desk and a centre. The **Data Exchange** privilege is also required to access the Data Exchange screen in order to configure tasks.

8.10.2.10. Cloud Apps Tab

Touch Desk can connect to web based applications from third party providers. This page is used to enter the necessary configuration information.

Applications must be registered with A.K.Microsystems before they are available for use. Developers should contact A.K.Microsystems for information.

See the EULA for important notes regarding sending data to third parties and display of external content.

This page provides a list of apps that can be configured, along with some settings that are common to all apps.

For specific app information, see Cloud Applications and information provided by the app vendors.

The common settings are –

Terminal for App sales. Sales made via a cloud app, such as when a booking is taken, can be recorded in Touch Desk. This allows for the correct calculation of various statistics like average game price etc. These sales need to be attributed to a shift for a terminal, just like any other sale. The two basic choices are –

- **Cloud Apps**. This is a virtual terminal created specifically for cloud apps. A shift will be automatically opened when needed and will be automatically closed and finalized at midnight each day. This is the default if none is specified.
- **Any other terminal**. Cloud App sales can be added to an already opened shift for a Touch Desk terminal, such as one for the front desk or snack bar. If a shift is not opened, recording of cloud app sales will be postponed until it is.

Trading Hours. See Trading Hours.

Website and **Email** – the centre's website and email address to be published on the cloud app.

Terms and Conditions Version – This is the version of the centre's Terms and Conditions currently displayed on the cloud app. Registered users need only agree to the T&Cs once. However, if those T&Cs change, then this version number should be incremented which will require all users to agree to the T&Cs again. The actual number doesn't matter, so long as it is

incremented on each new T&C update. Usually starts at 1. Enter 0 if no T&Cs have been provided.

Cloud App List

The list of currently configured cloud apps is displayed on the left of the screen.

- To modify an app, select it from the list and click **Modify**, or just double click it.
- To add a new app, select a blank or unused line in the list and click **Modify**, or just double click it.

Note that the order and position of apps in this list determines the apps that are available for selection in Lane Styles for both live scores and web payments. Therefore it is important to review these Lane Style settings after making any changes to the cloud application list. Also, only the first 8 live scores and the first 8 web payments apps in this list will be available at the lanes.

Once a cloud app has been selected from the list, the following settings are available –

In the **Application** drop down box, select the app to be used from the list of all apps that have been registered with Touch Desk.

Once selected, the **Enabled** line will show if this app is enabled for your center. Contact your supplier if an application you require is not showing as enabled.

Enable Public Access allows any person to access the app online. Apps may provide a test mode whereby only limited authenticated users can access the app online. This is used for testing and to configure the app before it is available for public use.

The **Home Page** button will take you to the application provider's homepage. If applicable, the currently entered user id and password will be passed to the home page.

Enter the **Host URL**, **User ID** and **Key** for your app, as supplied by the application vendor. The exact credentials required depend upon the app. See the app documentation for details.

8.10.2.10.1. Items for Sale Online

This section details how to setup items that are to be sold online via Booking apps or Sales apps.

In order to record sales from cloud apps, Touch Desk must be able to match the items sold online to those in its own list of items.

For apps that upload the items for sale from Touch Desk, this process happens automatically. All items for sale should be placed on the item screen for this app, or a sub screen of that screen. See Setup Item Screens. The app may make use of the position of the items in these screens to layout its own screens or to group items into subgroups based on the screen name, or it may simply use the screen as a list of available items.

For apps that set their own pricing and return only the name of the items sold to Touch Desk, then items to be sold must be created within Touch Desk that match these item names. These should also be placed on the item screen (or its sub-screens) for this app, as only items on these screens will be searched to find a match.

If no item names are used or found, then the **default sale item** as set up in System Setup ▸ Cloud Apps ▸ Sales Tab is used. If this is also not set, the sale will not be recorded. Even when items for sale are explicitly uploaded, it is a good idea to specify a **default sale item** to ensure no sales are missed. e.g. if the item actually sold has since been deleted.

Combination Items can be used as well as **Normal** items. These can be used to sell a package that consists of bowling and food & beverage items. F&B items can be setup to automatically generate an order from the kitchen as usual.

For items that represent bowling, make sure the correct amount of bowling is defined on the Bowling tab of the item, and set an appropriate bowling style to be used. It is also possible to specify the time per game and initial time for each bowling item. If not set, the global values in Admin ▸ Setup System Setup ▸ Bookings Tab will be used. Not all booking apps support full use of these times.

Additional items can be used to contain amounts for tax, booking fees, discounts etc. Check with the app provider as to which of these items are required. When setting up these items, set available to **no**, so that they are never available for direct sale to the customer.

Pricing Periods can be used to determine when particular items are available.

Tax

There are two basic ways for handling tax on online sales -

Tax is included in the price and remitted through Touch Desk. The item should be setup as usual, but ensure the price includes the tax. The tax on online item sales will then be included in Touch Desk's usual tax reports. Note that using ex-tax prices is not supported due to the potential for rounding discrepancies between the cloud app and Touch Desk as tax is added.

Tax is added to the price by the Cloud App and remitted by them. Set up the item as tax free and use the tax-ex price. This item will be excluded from Touch Desk's tax reports.

The app may either –

- Exclude the tax deducted from the amount shown as payments for the booking
  Or
- Add an additional item to the sale called "Tax" or similar, and show the entire amount paid including tax as the payment. If uploading items to the app, you can provide a tax item for this purpose. Setup the item as never available, so it is not available for sale to the customer.

Booking Fee

Where a booking fee is charged by the booking provider, this can be accounted for by Touch Desk in a similar way to a tax as above.

If the booking fee is a fixed percentage and is included in the item pricing, then an additional "tax" code can be added to each item.

If the booking fee is added on to the items price by the provider and deducted from payments made to the center, then the app may either exclude the booking fee from the payments shown or add it as a separate item as above.

Discounts and Coupons

Discounts such as coupons or vouchers are handled similarly to taxes and booking fees.

The app may either adjust the price of the item to allow for any discount, or include the discounted amount in a separate item, or ignore it and show payment at the full amount.

Where a separate item is used, different items may be set up for each coupon type (if supported by the app) to allow tracking within Touch Desk

8.10.2.10.2. Sales Tab

This tab is used to define the items that will be used for sales made via the cloud app.

Items for sale and pricing can be setup and managed by either Touch Desk or the cloud app.

If items are maintained by Touch Desk, then the cloud app must upload the items from Touch Desk for use. Make sure **Item Screen** is set as below and contains all the items for the use by the app, as only these are uploaded. Not all apps support the uploading of items.

If items are to be maintained by the Cloud App, then make sure the **Auto Create Group** item is set to an item group header. When Touch Desk receives and item as part of a sale or booking, it will search all items for a matching Touch Desk item. If none are found, it will create a new item in this **Auto Create Group**. Once created, they can be moved to a more logical place in the hierarchy. The auto create group is simply a convenient way to locate new items.

When in auto create mode, the price, number of games, amount of time, and ordering options for the item will be updated to that used in the latest booking or sale.

Item Screen. This screen should contain all the items that are to be uploaded and available to be sold by the cloud app. The items can be arranged in multiple sub screens of this screen, and this can be used for layout or grouping purposes by the app. If the cloud app supports both sales and bookings, this will be the main screen for sales. Separate booking screens can be defines in Areas►Cloud Apps

See Setup Item Screens to create a cloud apps screen, and Items for Sale Online for details on setting up the items for sale.

Pause Item Uploads. Any changes to the items or screens used by the cloud app will normally be uploaded automatically as they are made. When a large number of changes are to be made, it may be preferable to pause this upload while the changes are made, and then un-pause when finished. This will avoid the online booking system being disrupted due to partial changes being uploaded separately.

Pricing Level. This is pricing level used for items purchased in the app. This allows different prices to be used online to those used elsewhere for the same items. Even if pricing is not uploaded, this level will be used to record the sale.

Payment Item. This item is used to record any payments from this app. It must be setup as a **Payment** type item. A separate item should be used for each cloud app, and this item should not be used for any other purpose. If not set, then no payments from this app will be recorded.

Generally this item does not require counting or manual reconciliation for each shift, so ensure **Count before Banking** is not enabled when setting up the item. Note that, if the Terminal for App Sales is set to Cloud Apps, then it will be closed and finalized automatically. Therefore the payment item MUST be set to not require counting before banking, as there is no manual procedure for entering the banking prior to finalizing.

Auto Create Group. Select a item group header to enable the autocreation of items. Items will be created under this header but may subsequently be moved anywhere.

Default Sale Item. This item is used to record sales from booking apps, when the booking app does not specify the actual item sold, or it can't find a named item, and auto create is not enabled. If this is set to **None**, then the item sale is

not recorded. This item must be a **Normal** type item, and it is good practice to always ensure it is set.

Email Receipt to Customer. If enabled, the Touch Desk receipt for any online sales will be emailed to the customer using the Customer Message center. See Admin ▸ System ▸ More Sales Tab ▸ Receipts

Send Order Ready customer message. This will enable order ready messages to be emailed or SMSs to the customer as setup in the Customer Message center. See Admin ▸ Areas ▸ More Orders Tab ▸ Ready Message

8.10.2.10.3. Bookings Tab

Trust Fund Item. Payments made through a booking app can be recorded as deposits to this trust fund only. On the day of the booking, this payment is then debited from the trust fund and credited to the appropriate bowling games or time item. This ensures that bowling is purchased on the same day it is bowled, thus making it possible to do a daily reconciliation of bowling sold versus actually bowled. If a trust fund is not specified, all payments will be made to the bowling items at the time of booking.

This item must be setup as a **Customer Trust Fund** type item and should be grouped with other trust funds. It can also be included on a regular POS screen to allow viewing of all the currently held deposits.

Mark as arrived. Even when **auto check in** and **auto start** are enabled for new bookings (see Admin ▸ Setup System ▸ Booking Tab), the lanes will not start until the bowlers have been marked as having arrived. Check this option to mark them as arrived now, so that the lane can start automatically without any further user intervention. Otherwise, **arrived** will need to be checked on the booking screen manually when they arrive.

This option overrides the global **Marked as Arrived** option in Admin ▸ Setup System ▸ Booking Tab for this cloud app.

Enable default Messages. This option determines if the default reminder messages for bookings, as setup in Admin ▸ Sales Areas ▸ Bookings, will be applied for bookings created by the cloud app.

8.10.2.10.4. Service Fee Tab

Service Fee Item. Select a normal item that will used to record any service fees charged by the app provider. Transactions will show the customer paying the full amount, including any fee. A separate transaction will show the fee being deducted from the cloud payment item. This ensures the cloud payment item can be reconciled with payments actually received, which are less the fee deducted by the cloud provider.

Service Fee is included. If enabled, the service fee is included in the item pricing and the customer will not be charged any additional fee. If not enabled, then the fee will be added to the sale total and charged to the customer. It will then appear as a line item on the customers bill.

For Touch Bowl in-center sales the fee is always included in the total.

8.10.2.10.5. Payments Tab

This section applies to apps that support customers making payments via their mobile devices for sales rung up at a Touch Desk point of sale. For apps that allow purchases to be made online see Sales Tab.

Payment Item. This item is used to record any payments from this payment app. The payment is only recorded when it has been verified. Only **Payment** type items are allowed. A separate item MUST be setup for each app, and should not be used for any other purpose. Any sale using this item for payment will be processed as if paying through this Cloud App.

Manually Authorize. Payments from Payment apps are normally authorized automatically by Touch Desk via the payment provider's web servers. However it is possible to manually authorize a transaction by entering an authorization reference number. This setting sets the user level required to manually authorize.

Allow Pending. The user must be this level or higher to accept the payment as pending and exit the payment screen. Otherwise the screen remains open until the payment is authorised, or cancelled.

Show QR Code to customer at Touch Desk. This option enables the display of the QR Code on the customer facing sales screen. This code allows customers to pay with their mobile by scanning this code.

Allow Pending Payments at Lane Consoles. This option allows the customer to place an order at the lane consoles using a web payment that is still pending (not yet authorised by the payment provider). If not set, then the payment screen will remain open and the order will not be placed until the payment has been authorised by the provider.

8.10.2.10.6. Customers Tab

Sync only customers that have used the web app. Only customers that have used the web app will be synchronised with Touch Desk. If not ticked, then all customers with valid contact details will be uploaded to the app.

8.10.2.10.7. Style Tab

These setting allow the look of a cloud app to be customised for this center.

Main Colour is the theme colour that will be used throughout, often with different brightness or saturation levels.

Dar Mode provides a predominantly dark background rather than white.

8.10.2.10.8. Lane Control Tab

For Touch Bowl only, users whose user level for the lanes area is this level or higher will be able to control any lane without requiring an access code.

8.10.2.11. Arcade Games

Touch Score can be operated as an arcade game, whereby games are paid for with tokens (or coins) and tickets are awarded during play.

These tokens may be actual coins or tokens, inserted into a coin accepter that is connected to Touch Score. The tickets can be actual paper tickets dispensed by a ticket dispenser connect to Touch Score. See the Touch Score manual for connecting these devices.

These devices can also be replaced by any compatible external card system that stores the tokens and tickets electronically on a player’s card.

Tokens and Tickets can also be stored by Touch Desk as long as each bowler is correctly linked to their customer record. This can be most easily be achieved when bowler have been issued smart cards.

In both cases, Touch Desk tracks the tokens and tickets by linking them to a reward item. Any item that has been setup as a Reward type can be selected.

See Admin ▸ Rewards for more information.

Player Cash can also be used to purchase games. Player Cash is simply a Customer Trust Fund into which the customer can deposit funds.

8.10.2.12. Trading Hours

Trading hours define the hours that the center will accept online sales and bookings through a cloud app.

Trading Hours for the entire center are set in Admin▶System Setup▶Cloud_Tab. Hours for each area can be modified in Admin▶System Setup▶Sales Areas▶Cloud Tab

The Trading Hours are defined by a list of entries, filtered by date, day of the week and time. The entry can define a period when the center is open (**Open** ticked) or closed (**Open** not ticked). The order the list is processed can affect the result and can be changed by the use of the **Set Processing Order** button.

For example, say the entries are -

Open, all dates, M-F 10A-11P
Open 1 June-30 June, M-F 2-11P
Closed, 25 Dec, all days of the week, 12A-11:59P

Then the modified times for June and the closure for Christmas Day will only apply if the first entry is processed before the next two.

Each entry in the list can be assigned a name to allow for easy re-ordering.

Trading Hours for each sales area can either modify the globally set times in **System Setup** or be the entire definition of the trading hours, When combined with the globally defined hours, the sales area entries are always processed after the globally defined ones.

Opening Hours can extend into the following day. For example, Friday 10A-2A will extend into the early hours of Saturday

8.10.3. Setup Sales Areas

Touch Desk supports having a number of terminals in different areas of the business, and being able to operate any area from any terminal.

For example, there may be terminals at the bowling counter, snack bar, restaurant, and pro-shop. Staff at the front counter can take a booking for the restaurant, or sell a pro-shop item.

To support this ability, the business is divided up in to a number of **Sales Areas**. The first area is predefined as the **Lanes** area. The last area is predefined as the **Back Office**, and has no sales ability. An additional five areas can be defined as needed. Each terminal is then assigned to an area.

A **Sales Area** should be setup whenever any of the following functions are required –

- **Tables**. Each area can contain "tables", and customers can be assigned to these tables. The time the customer has occupied the "table" can also be recorded and any overstays highlighted. The generic term "table" is used, although it may be used for a wide range of things.

  Some examples of "tables" are restaurant tables, pool tables, tennis courts, etc. Basically anything that a customer can be assigned to, or that a customer can occupy for a limited time is regarded as a "table".

  For some areas, Tables is simply a convenient place to park customers with tabs, so that it is easy to see at a glance which customers in this area owe money.

  Optional power control hardware can be used to control any mains powered device associated with the table. For example, the lights over a pool table can be controlled so that they automatically turn on when a customer is checked into the table, and then automatically turn off after a preset time. This control can be used for any mains powered device, including electronic games, mini bowling lanes etc. See Installation and Setup ▸ Table Power Control for details.

- **Bookings**. Bookings or reservations can be taken for "tables" for each area. The term "tables" is generic and may apply to actual tables, pool tables, tennis courts etc.

- **User Control**. Users have different user levels when working in different areas. Sometimes it may be useful to set up a new area to restrict users' rights at a new terminal, even if the functionality of tables, bookings or orders is not required. See Admin ▸ Users for more information on controlling access.

Note that the Sales Area of the terminal does NOT affect the financial accounts. There is no difference between an item rung up in one area and the same item rung up in another area. Both are attributed to the same income account.

To divide sales up in to different profit centres, it is necessary to set up the items under appropriate group headers. See Admin ▸ Items.

Although items from different areas are attributed to the same account, it is possible to filter income reports by terminals, and therefore areas, and thereby view sales from each area.

The following section describes the setup of each Sales Area.

Area Name is the name assigned to the area. For example, "Snack Bar"

Lanes Tab

View Lane Control is used to set the user level need to view the Lanes screen at any terminal in this area. It can also be set to **ANYONE**, allowing viewing even if the user is not logged in, or to **NO ONE** denying access to all.

The ability to view the Lanes screen can useful for finding customers, even if the user has no access for modifying lanes.

Locker Tab.

Use Lockers enables access to the lockers screen from each area.
See Lockers for more details.

Tables Tab

View Tables Screen controls access to the **Tables** screen for this area on ANY terminal. If the concept of "tables" does not apply to this area, select **NO ONE**.

Number of Tables is the number of "tables" available in this area. The maximum is 80.

Pay By Time should be ticked if the customer pays to occupy the "table" for a limited time. For example if the "table" is a pool table. This enables Touch Desk to track the time the customer has been occupying the "table".

Auto Check Out. The Auto Check Out option for the table will be set to this value by default.

Power Control should be ticked if the power to this table is to be automatically controlled by Touch Desk. This feature can be used to control any mains powered device associated with a table, such as turn the lights on over a pool table, control power to mini bowling lanes etc. See Installation and Setup ▸ Table Power Control for details.

Table Label for Cloud Apps. To make cloud apps more user friendly, the generic label "Table" can be replaced by something more descriptive, such as Room, Court, Range, Target, Lane etc.

Sales Tab

View Sales Screen is the level needed to access the Sales screen on any terminal in this area. Both the user's Sales level and the user's level for the current area must be equal to or higher than this.

Main Item Screen is the item screen that is first display on the sales screen. Normally there would be different main screens for each area, but a key on the screen would link to other areas. For example, a "Lanes" key on the snack bar screen could bring up the main screen from the lanes front counter. See Admin ▸ Setup Item Screens to set up these screens.

It is also possible to restrict what can be sold from each terminal by setting up the screens in such a way that there is no access to forbidden items.

Pre-Auth is the default amount for pre-authorisations placed on a customer's credit or debit card in order to increase their credit limit. A user level can also be set to restrict which users can change this default value at the time of the sale. See Sales ▸ EFTPOS Screen ▸ Pre-Authorisation for more information.

Cloud Sales Tab

Sales (or orders) via the cloud app can be either **in-center** (customer is present at a lane or table) or an outside order for **take-out.**

The main menu screen and the trading hours that apply to each can be set independently. If not used, set the main screen to None.

For **In-House** sales, the following options are available –

Can Select – the customer can select an area and/or lane or table number where they are located. If not enabled, sales can only be made by scanning a QR code located at the lane or table that contains this information.

Require Table Number – when the customer can place an order without scanning a QR code, this option requires them to enter the lane or table number where they are located. Typically required if table service is offered.

Notify Ready – the customer will be notified via the cloud app when their order is ready for collection. Typically enabled when there is no table service.

Default Tip – the default tip to apply for this area.

Stock – The cloud app will be notified if an item is unavailable due to no stock, or no stock of one of its ingredients. This setting determines how the cloud app should behave in this situation.

> **Ignore** – do nothing, the item is still available for sale
> **Hide** – the item is removed from the menu.
> **Allow** – the item is marked in menus as No Stock, but sales are allowed. Typically used for pro-shop sales where the customer must await notification that the order is ready for pickup.
> **Do not allow** – the item is marked as No Stock, and sales are not allowed.

Note the stock level is based on current stock being 1 or greater and makes no allowance for any pending sales for future bookings, or sales in progress on other terminals or apps.

Cloud Take-Out Tab

The following settings are available, in addition to those above for in-center sales

Schedule – set this option if the order is to be scheduled for a given time, such as for F&B sales. If not set, then the order time is unknown and the customer must await notification that it is ready. Non scheduled orders are typically used for proshop sales.

Order Ahead - minimum number of hours and the maximum number of days ahead that an order can be scheduled. Using 0 hours allows orders for immediate fulfilment. The minimum can be multiple days (1440 minutes per day) if required A setting of 0 for maximum days means orders can only be placed for today.

Cancel Hours – the minimum number of hours prior to scheduled fulfilment that the order may be cancelled. 0 is interpreted as no cancellations allowed.

This setting may be overridden during specific pricing periods. See Setup Pricing Periods►Cancel Hours

Orders Tab

View Order Screen control access to the Orders screen for this area from ANY terminal. If Orders does not apply to this area, select **NO ONE.**

Create Order without Sale. Orders are normally created directly from a sale. However there are some instances when it is desirable to just create an Order without a sale using the Order Only button. This setting then defines the necessary user level.

Create Sale for Order. Where an order has been created without a sale, this setting defines the user level necessary to create a sale from that order using the New Sale button on the Orders screen.

Customer Required. Tick this box to force all orders to be associated with a customer.

Auto Collected. Orders that are **Ready** will automatically be converted to **Collected** after this period of time. Enter 0 to never convert. This saves the extra step of having to manually set the status to **Collected** and can save time in busy snack bars. Orders that have money owing, or have drink pours remaining when using Liquor Dispensing systems, will not be converted.

Send "Order Ready" to Lanes. If ticked, a message will be sent to the appropriate lane when an order for any customer on that lane is ready. Note that this is the default setting for new orders only, and can be changed on an order by order basis.

See Orders ▸ "Order Ready" lane messages for more information and settings.

More Orders Tab

Print to Remote Printer. Select a remote printer to automatically print the order. See Admin ▸ System ▸ Sales ▸ Remote Printer Locations to set up a remote printer.

Print to local printer when order ready. This option will print a docket on the local printer when the order is ready. The docket can then be placed with the actual food, so it can be delivered to the correct customer.

Place advance orders early (mins). When an order is placed for a later time, its status will remain as **LATER** until that time is due, then it will change to **NEW** and appear with other new orders in the order screen. This setting causes the order to be changed to **NEW** a fixed number of minutes prior to the requested delivery time. For example, if the order is requested for 3:00 PM, and this setting is set to 10 minutes, it will appear as NEW at 2:50 PM.

Ready Message. Select a message template to be sent to the customer when this order is ready. See Admin ▸ Message Center for setting up messages.

Bookings Tab

View Bookings Screen controls access to the **Bookings** screen for this area on ANY terminal. If **Bookings** does not apply to this area, select **NO ONE**.

Booking Time – the default time on the table for new bookings. The time is calculated as base time + number of customers x the per customer time.

Note that for the Lanes area, the default times are set in System Setup▶Bookings

Booking Messages Tab

The default booking reminders are set here. These values determine what messages are to be sent (See Admin ▸ Customer Message Center) and when they will be sent. There are different settings for each area, and separate settings for CDE/Event bookings and other lane bookings.

These default values are used when creating a new booking, and for a new CDE/Event customer. The values in the CDE/Event customer are then used for each subsequent CDE/Event booking that is created for that customer.

These default values can be changed for each individual booking (Bookings ▸ Options Tab) and CDE/Event customer (Customers ▸ CDETab).

Note that no reminders will be send for bookings made online via an external app, as that app is responsible for such messages.

For each reminder, select a message template to be used. Set to **None** to disable the reminder. The same template can be used for multiple reminders if desired.

- **Created** – the message to be sent as a confirmation when the booking is first created.
- **Changed** – the message sent whenever the booking is modified, such as a change of dates or lanes. The user will be prompted as to whether this message is required whenever they make a change, as it is often not required. For example, if moving a booking to another lane, a new reminder would only be required if you included the lane number in the earlier confirmation or reminders. However, if the customer calls in to change the day or time, then a new confirmation would be desirable.
- **Reminder 1** – the first reminder that there is an upcoming booking.
- **Days for Reminder 1** – the number of days prior to the booking that the 1st reminder is sent.

- **Reminder 2** – the second reminder.
- **Hours for Reminder 2** – the number of hours prior to the booking that the 2nd reminder is sent.
- **To ALL** – use this setting to send the reminders to all bowlers or customers listed on any lane or table in the booking. If not set, the reminders will only be sent to the customer that owns the booking. For example, for leagues that use the CDE Master Bowler Database to link all bowlers to Touch Desk customers, this will send a reminder to all bowlers in the league.

Note that the final reminder should be sent using high priority, else the blackout period may delay its usefulness. It should therefore be set to only a few hours prior, say 1 or 2, to avoid being sent during the middle of the night for morning bookings.

Cloud Bookings Tab

This screen is used to set options that may be used by an online booking or sales app. Note that not all apps will necessarily use these options.

Booking Screen – defines the main item screen containing booking items for sale in this area by the cloud app. If not set, the default screen defined in Admin►Setup System►Cloud Apps is used.

Sequence – defines the order of bookings when multiple areas are booked in a single transaction. The area from which the booking was made will always be first, followed by any other areas in ascending sequence order.

Buffer – defines the time between the end of a booking in this area and the start time of the next area in a multiple area booking.

Booking Hours – defines the trading hours for which bookings can be made. See Trading Hours

Book Ahead – specifies the minimum time (in minutes), and the maximum time (in days) ahead that a booking will be accepted. If the minimum is 0, bookings can be made for immediate use, such as extending a bowling session. The minimum can be multiple days (1440 minutes per day) if required.

Cancel Hours - the customer may cancel a booking online provided it is at least this many hours away. Enter 0 to prohibit cancellations at any time. Note

that if any pending sales for this booking have already been processed, the booking cannot be cancelled online.

This setting may be overridden during specific pricing periods. See Setup Pricing Periods►Cancel Hours

Range to Book – specifies the range of lanes or tables that are available to the cloud app for bookings. If not specified (0), all lanes or tables can be booked.

People per Table & Total – the maximum number of people per table and the maximum total number of people for a cloud booking.

Note that for the Lanes area, the maximum number of bowlers per lane is set in System Setup►Bookings

Extras Screen – defines the item screen containing F&B items that can be ordered with a booking.

Shoes – defines the item screen from which to select shoes. This will be displayed if the number of shoes included in the selected bowling packages does not equal the number of bowlers.

Delay Order – F&B orders will be placed his many minutes after the booking start time. If set to zero, then the customer can choose the delay time when booking.

Default Tip – the default tip to apply for this area.

Admin Tab

View Admin Screen is the level required to view the **Admin** screen on any terminal within this area.

Log Off Tab

Log Off Screen is the screen that will be displayed when the user logs off or is automatically logged off. For example, at the bowling counter it may be set to the **Lanes** screen, thereby displaying the current lane status without users needing to log on.

It is important to note that the log off screen will be displayed at log off even if a user level is normally required to view this screen.

8.10.4. Setup Terminals

This screen is used to configure settings that can vary from terminal to terminal.

The name of the terminal is the same as the computer name assigned in Windows.

The initial screen shows a list of all existing terminals, and allows the user to create, edit or delete terminals.

The title bar shows the name of the current terminal, and the total number of terminals that can be created. The number is limited by the Touch Desk license. Contact your supplier for an upgrade if more terminals are required.

- **To create a new terminal,** click **New.** To create a new terminal with similar properties to an existing terminal, click on the existing terminal first then click **New**. It is also possible to create a new terminal by simply starting Touch Desk on the new terminal, but terminals created in this way will have default settings. Using the **New** button to create the new terminal from an existing terminal first will allow the settings of the existing terminal to be copied to the new. The number of terminals that can be created is restricted by the system license. Contact your supplier to upgrade the number of terminals allowed.

- **To edit an existing terminal,** click on the terminal then click **Edit**, or just double-click on the terminal.

- **To delete a terminal,** click on the terminal then click **Delete.** It is not possible to delete the terminal currently being used.

- **To edit or delete more than one terminal at once,** use the **Ctrl** and **Shift** keys with the mouse to select multiple terminals then click **Edit** or **Delete**. This technique can be very useful for applying changes to all terminals at once.

The settings for each terminal are –

Computer Name. This is the name of the computer as set within Windows, and is also used as the name of the terminal. Generally it should not be changed here, unless adding a new terminal other than the current terminal.

Area. This is the Sales Area to which this terminal belongs. See Admin ▸ Setup Sales Areas for details on areas.

Master. Each Sales Areas must have a designated master Touch Desk terminal. This terminal is responsible for various automated functions such as automatic check out and check in of lanes and tables, printing orders for that area, etc. Touch Desk will select a master if none is set. However, in the case where some terminals are not always switched on, then select one as the master in each area and make sure it is always on.

Note that if there are no terminals online and selected as a master for any area, then a Touch Desk running on the same computer as the lane server will also perform these tasks automatically. This is true even if this Touch Desk is only configured as a back office.

Remote View will open a window to remotely view and control the terminal from this computer. See Setup and Install ▸ TightVNC Remote Viewer.

8.10.4.1. Folder Paths

There are some shared folders that each touch desk terminal needs to access for some functions. Depending upon the network setup, these paths may be different for each terminal.

Accounts Export Folder. This is the folder where the export file for the accounting package will be created. Usually all terminals on a network are set to export to a single shared folder on the same computer as the accounting package. The default is a shared folder on the Lane Server **(*Lane Server Name*\\Lane Server Data\\Accounts)**.

If you attempt to browse to a local path (ie c:\...) when on a different terminal to the one being configured, then a warning message will be displayed.

8.10.4.2. Printers Tab

Receipt Printers. Select the actual printer as defined by windows to be used for receipts both locally and at each remote location. See Set up Printers for more information.

PDF Virtual Printer. Select a PDF printer that will be used to print documents to PDF files for attaching to emails. If left blank, then the default PDF printer as supplied with Windows will be used. This is the recommended option for Windows users.

Local Receipt Type. Select the type of the local receipt printer. This setting is only required if any of the following functions are used-

- The Cash Drawer is connected directly to the receipt printer

Note that most brands of receipt printer will support the ESC/POS standard. See the printer manual for details.

Always Print Local Receipt. If set, a receipt for all sales will be printed to the local receipt printer, even if none of the items sold have been set to require a receipt, and even if the sale is to be paid later. To print only when payment is received, turn on receipt printing for each payment type in Items Setup instead.

Always print Large ID number. If set, the last 3 digits of the transaction ID number will be printed in large text at the top of the local receipt. This can be used to call out food orders when they are ready for example. The large digits will also print if this sale has items that require printing at a remote printer whose Large ID number option is set. See Admin ▸ System ▸ Sales ▸ Remote Printers

Auto Print Bill when Closed. If the customer has been running a tab, the entire bill will automatically be printed when the tab is closed. This will replace the normal receipt, which would only show the current transaction.

If required, a bill can be manually printed using the Short Bill or Long Bill buttons prior to or after accepting payment.

Shift Reports on Reports Printer. By default, end of shift reports are printed on the receipt printer, as this is often the only printer on a POS terminal. Selecting this option will use the General Reports Printer for the end of shift report.

The report is formatted as for a General Reports ▸ Shift Report. If a report of this type, named just “Shift Report” is present, then the settings in that will be used to format the report. Otherwise a new “Shift Report” will be created with default settings.

The Summary or Detailed option in Admin ▸ System ▸ Auto Print Shift Report will be ignored.

See General Reports ▸ Shift Report.

General Reports Printer is the default printer to be used for general reports.

Score Sheet Printer. Select the printer to be used for printing score sheets.

Print in 40 character mode if the Score Printer is the same as the Receipt Printer. This option allows printing of score sheets on receipt printers, for those terminals which are not fitted with a wider printer. For example, bowlers might move to the Cafe after their game, and the Cafe operator can check them out and print a sheet for them.

To enable this feature, make sure that the score sheet printer is set to be the same printer as the receipt printer, and that this check box is set.

Normal wide scores with background graphics etc can still be printed from this terminal if another printer is selected prior to printing.

8.10.4.3. POS Devices Tab

This screen contains settings for the devices used by the POS system that are configurable by terminal. See also System Setup ▸ Sales, Setup Areas ▸ Sales and Setup POS Devices for details on compatible devices.

Touch Desk uses serial COM ports to connect with most of these devices. The device may be connected to an actual RS232 serial port, or via USB. When connected via USB, a driver will be required so that the connection emulates a COM port. Other than this, no specific drivers are required.

To see what COM ports are available, go to **Windows Control Panel ▸ System ▸ Device Manager ▸ Ports**.

Actual COM ports (not USB) have settings such as Baud Rate which must match the connected device. To change the port settings on the computer, right click the appropriate port then select properties. To change the settings on the device, see the device's manual.

Pole Display. Select how the Pole Display is connected to the computer.

- **On Receipt Printer**. Use this option if the Pole Display shares a COM port with the receipt printer. Many displays provide appropriate cabling to support this. If using a Generic Text driver for the receipt printer, go to **Control Panel ▸ Printers**, right click on the Receipt Printer, then **Properties ▸ Printer Commands ▸ Begin Print Job** and enter **<1B>=1** . This ensures print data is sent to the printer and not the display.

- **COM Port** - Select the COM port to which the pole display is connected.

  See the comments above regarding COM ports, settings and USB.

Make sure that the display is set to support ESC/POS commands. See the display's manual for more information.

Item Scanner, Customer Scanner, User Scanner. Select the type or port of the connected scanner. The **Item Scanner** will be used to scan items for sale. The **Customer Scanner** will be used for scanning customer loyalty cards. The **User Scanner** is used by operators to log on to the system.

The same setting may be used for one or more scanners if a single scanner is to be used for multiple functions.

For setting up use of smart cards (NFC) for user and customer identification, see the Smart ID Tab.

The term "scanner" applies also to magnetic card readers.

See Setup POS Devices ▸ Scanner for more information on scanners.

Cash Drawer 1 & 2. Select the type of cash drawer and how it is connected to the computer. Two cash drawers can be used when Banking by User mode is selected.

- **Manual.** The cash drawer is operated manually, there is no control from the computer.

- **On Receipt Printer.** Use this option if the cash drawer is connected directly to the receipt printer's cash drawer port. For this configuration, ensure that the type of printer is also set correctly in Local Receipt Type. Both Cash Drawer 1 and 2 can use this same setting for printers that support 2 cash drawers.

- **COM Port**. Select the **COM** port to which the cash drawer is connected. See the comments above regarding COM ports, settings and USB. Only use this option for cash drawers that open when any data is present on the port.

- **OPOS Driver**. Use this option if the cash drawer has an OPOS driver installed. Then enter the name of the cash drawer in **Device Name.** This name can be either the device name or the logical name as setup in the configuration software supplied with the cash drawer.

- **None**. This terminal does not accept cash. The Cash fields will be greyed out.

Wait For Cash Drawer to Close. If this option is selected, then it will not be possible to clear the Sales screen or make another sale until the cash drawer has been closed. This option is only available with cash drawers that have an OPOS driver and support detection of the drawer being open.

Sound Alarm if Drawer Open for xxx seconds. An alarm will sound if the cash drawer is left open for longer than the period entered. Enter 0 to disable the alarm. This feature is only available for cash drawers with an OPOS driver. To use a different sound replace the CASHDRAWER.WAV file in the Touch Desk folder.

Open for EFTPOS. If set, the cash drawer will open for EFTPOS sales, to allow the credit card slip to be stored in the cash drawer.

Open for other. If set, the drawer will open for sales with other tender, to allow the check or other payment document to be stored in the cash drawer.

Force tendered amount to be entered before opening drawer. A tendered amount must be entered before the cash drawer will open and the sale recorded.

Liquor Dispensing System

Touch Desk will interface to a Berg Liquor Dispensing System (LDS), using Berg's Generic Driver, or to any other system that is compatible with this driver.

Drinks poured can be automatically rung up on the Sales Screen, or deducted from the pours within an order that was rung-up elsewhere.

The dispenser can optionally be prevented from pouring when the sale cannot be rung up. For example, if the operator does not have permission to pour, a shift is not open, or the item is not available for sale in this period.

When setting up the Berg system –

- Select Berg Generic Driver
- Ensure the serial port parameters remain at the default of 2400, 8Bits, No Parity, 1 Stop bit
- Enter the LDS PLU, or if blank, the Item Number from Touch Desk as the PLU for each drink.
- Do not use any modifier or trailer characters.
- Use **Pour with Release** mode if using the **Locked Mode** as described below.

The LDS can operate in either of two modes – locked or unlocked.

Unlocked Mode

In the un-locked mode, the LDS simply sends information on each pour to Touch Desk, and these pours can be deleted or extra pours rung up without any restriction.

Locked Mode

In the locked mode, sales of drinks are enforced to be the same as that dispensed by the LDS.

While the operator can edit the sale, for example delete lines when paying separately, any drinks not rung up will appear again in the next sale.

The operator can also be prevented from closing the shift if there are any drinks poured but not yet rung up.

To allow for spillage or genuine repours, a generic drink refund key can be used to offset the value of the lost drink. Use of this key or item can be controlled by user level, and tracked by operator as for any other item.

There are 4 different settings which must be set to enforce the lock mode –

- Check **Lock Sales from Liquor Dispenser** on this screen.
- For each item that is to be controlled by the dispenser, set Admin ▸ Setup Items ▸ LDS Lock
- Deny regular users the ability to close a shift with drinks owing in Admin ▸ Setup System ▸ Sales Tab
- Set the **Pour With Release** mode in the Berg LDS, to ensure it will not pour unless authorised by Touch Desk.

Note that the **Lock Sales from Liquor Dispenser** can be different for each terminal, so that sales in one area (e.g. Bar) can be locked, while sales from another area without an LDS (e.g. Restaurant) are not locked.

This setting can also be set on terminals without an LDS, which would usually disable the use of the locked items by requiring the total ring-ups to be zero before the shift is closed. However, if the ordering system is used to place an order for the bar items, then they no longer require dispensing at the current terminal, but can be dispensed elsewhere from the order screen. See Orders ▸ Bar Orders for details.

In locked mode, Touch Desk will only authorise the pour when either –

- The Sales Screen is displayed and this item can be rung up now. For example, the user must have permission to sell this item at this time, a shift must be open, etc.
- The Order Modify screen is open and displaying an order rung up elsewhere that has pours remaining for this item.

Com Port. Select the COM port to which the LDS is connected. See the LDS manual for cabling details. See the comments above regarding COM ports, settings and USB.

8.10.4.4. Smart ID Tab

Use this screen to enable the use of Smart Card Readers (NFC) for identification of customers and users.

Two card readers can be connected for convenience, one for the user to operate and another placed where the customer can scan their own card.

Enable Smart Cards for Customer Identification – enables all NFC card readers to be used for customer cards.

Enable Smart Cards for User Identification – enables all NFC card readers except any identified as **Customer Facing** for use with user cards.

Customer Facing Card Reader – Select a reader from the list of currently connected readers that is to be used as a **customer facing** reader. This reader will operate slightly differently to other readers or scanners. Note that you must be on the terminal you are setting up in order to see the list of currently connected readers.

Cards touched on a **customer facing** reader can only be used for customer identification, not for user identification.

When a card is touched on a **customer facing** reader, a pop-up window will appear. The user must click OK at the appropriate time to process the card and select the customer. This avoids the problem of customers touching their cards at the wrong time, such as when the user is performing other transactions. Normal card readers (not customer facing) or scanners are assumed to be in the control of the operator, so that the card is only scanned at the appropriate time and is therefore to be processed immediately.

When setting up a card for a customer, the first NON customer facing card reader is used. If there is no NON customer facing reader, then the customer facing reader will be used to write the card.

To program a card for a customer or user, see Customers ▸ Card # or Admin ▸ Users ▸ Card #

8.10.4.5. EFTPOS Tab

Allow Cash Back for EFTPOS Sales. This option allows the user to enter a cashback amount, so that customers can withdraw cash from their bank

account via the EFTPOS terminal at time of sale. The cash is then removed from the cash drawer and handed to the customer. Note that this option simply enables the cash back feature in Touch Desk, whether or not the transaction is actually allowed depends upon the card terminal setup, the card type, the payment processor's setup etc. Also, this option does not affect the Cash Back prompt appearing on the EFTPOS terminal screen. See the terminal setup to enable/disable this prompt.

Allow a shift/batch to be closed with open PREAUTHS. These settings determine whether a shift or card terminal batch can be closed while there are outstanding PREAUTHS (not captured) for this terminal. See EFTPOS Sales ▸ Pre-Authorisation for details.
To clear unused pre-authorisations, ring-up a 0 dollar EFTPOS sale to the customer using the **COMPLETE** button on the payments screen. This must occur at the terminal where the original PREAUTH was done. Alternatively, simply clear the PREAUTH in the customers screen. See Customers Screen ▸ Details ▸ Pre-Authorisation.

Card Terminal. Select the type of card payment terminal connected to Touch Desk, and the com port or IP details if applicable. Contact your supplier for details on the availability of this option. See also the comments above regarding COM ports settings and USB.

***WARNING**! For improved security of card holder details, we recommend that the card terminal be connected to Touch Desk via a serial port only, and that the terminal is installed on a network completely isolated from the Touch Desk network. Touch Desk does however provide support for terminals connected via IP.*

See Sales ▸ EFTPOS Sales Screen for information on using the linked terminal.

The Card Terminal interface is an optional Touch Desk feature. Contact your supplier if this option is greyed out.

The following options will depend upon the type of card terminal selected.

Host. Select the payment processing host, or the IP and port number of the host as provided by your payment provider.

Merchant ID. Enter your merchant ID as provided by your payment provider.

Secure Device. Select the type of secure device (pin pad or terminal) connected as provided by your payment provider. If this list is blank, check that the appropriate drivers for your system have been installed.

Term ID. Enter the terminal ID of this terminal, if required by your payment provider.

Download Parameters. Some systems require that a newly installed card terminal download various parameters from the host. This can be performed once the correct host, terminal communication and merchant parameters have been entered. A Parameter Download may also occur automatically at the request of the terminal after or prior to an EFTPOS transaction.

Include Tip in Sale Total. For credit card terminals or applications that do NOT support tips, this option will simply add the tip to the sale total and process this total amount as a sale.

This option should only be used if processing tips in the normal way fails, as including the tip in the sale may increase the merchant fee payable.

You should also check that your merchant agreement allows for tips to be added to the sale total in this way.

Allow a tip to be added to an existing sale (Adjust). This option should be enabled for linked terminals that support using an Adjust transaction to add a tip to an already completed sale transaction. This will enable the **Add Tip** button. If this feature is not provided by your payment provider, then use a preauth/capture procedure for adding tips instead.

Prompt for tip on terminal if none entered. When tips are enabled, and a tip has not been entered in Touch Desk, the card terminal will prompt the customer for a tip. For some systems this option will be greyed out and must be enabled at the terminal rather than in Touch Desk.

Include Surcharge & Fees in Sale Total. For linked Pax terminals, this option will allow Touch Desk to calculate the surcharge and fee payable and include this in the sale total. If not enabled, then the Pax terminal should be setup to calculate and add any fees and surcharges as required Not enabled is the preferred option, as the terminal can deal with changes of card type or amounts entered at the terminal after Touch Desk has calculated the charges.

However, some terminals and/or processors may not have this functionality enabled. See Admin►System Setup►More Sales►Card Fees

Always Print Merchant Copy for Cards. If set, Touch Desk will print a merchant copy of every transaction performed through a linked card payment terminal. If not set, a merchant copy is only printed when a signature is required. This setting only applies when the card terminal is linked to Touch Desk. For PAX terminals with their own printer, the terminal itself can be set to print a merchant copy without Touch Desk.

Use card terminal printer for customer receipts. If set, then Touch Desk will print all customer receipts, including line items, to the card terminal's printer rather than the Windows printer selected as the Receipt Printer. This is typically used for a mobile terminal, so customer receipts can be printed at the table. However other Receipt Printer jobs such as end of shift reports will still be directed to a Windows printer elsewhere as usual.

Use card terminal printer for other receipts. This directs ALL receipt printer jobs to the card terminal printer.

8.10.4.6. Screen Tab

Touch Desk can generally be resized to any screen size as needed, just like any other program. However it is sometimes an advantage to have the size fixed and not allow any changes. This is particularly useful when running Touch Desk on small screen devices like a tablet.

To fix the size, tick the **Lock Touch Desk Size** option and enter the desired size in pixels. The current size is shown as a reference.

The size parameters will have no effect unless **Lock Touch Desk Size** is ticked.

For practical reasons, there is a minimum size limit of 1026 (wide) x 739 (high).

Number of Columns on Order Screen – set the number of columns of orders to be displayed on the order screen.

Customer Facing Screen. An additional monitor attached to a second video port on the computer can be used as a customer facing screen showing the items being purchased. This screen can be used in place of a traditional pole display.

You can choose which Windows monitor will be used for the display. The display will automatically resize to fill the entire screen. The screen can be any size and of any aspect ratio. The screen can even be mounted sideways (portrait) so long as Windows is configured for this.

If you select a Windows monitor that does not exist, the screen is displayed on the main monitor but is small and re-sizeable. This can be useful for testing settings before enabling the actual customer facing monitor.

Title Block Colour set the base colour of the top and bottom title blocks. Text colour for these areas will be set automatically to contrast with the base colour.

Background sets either a background image, or a background colour. The image should be stored on the local computer. A text colour should be chosen that contrasts well against the background.

Display Item Images. This enables the display of an image of each item on the customer facing screen as it is rung up. To associate an image with an item see Admin ▸ Items ▸ Description Tab ▸ Item Image

The display will disappear when not in use, allowing any other programs to show through. Typically the digital signage system in Touch Desk is used to display a slide show, or display other information when a sale is not in progress.

Logon Screen, Show recent users by name. If set, the names of the last 8 users to logon at this terminal are shown on buttons on the logon screen. When a user needs to log back in, they can just click on their name rather than typing in their login name. Their password must still be entered as usual. Note that enabling this feature makes the system slightly less secure, as only the password is needed to log in, rather than both the login name (which can be different to the user's full name) and password.

8.10.4.7. General Tab

Cash. This is the item used to accrue all cash payments. See Admin ▸ Items for details on setting up the Cash item. Note that the Cash item must be set to type PAYMENT, not SPECIAL.

Banking Variance. This item accrues the difference between payments made and the amounts actually banked. For example, if cash sales of $1000 have been rung up, but when the money is counted and banked there is only $995, then the Variance will be negative $5. See Admin ▸ Items for details on setting up special items

Tips This item is used as a holding account for Tips as entered in the sales screen. Tips can then be paid out to staff members as required. A single account can be used for all staff, so long as tips are correctly assigned to the staff member when collected. Alternatively, a common pool of tips can be held.

If tips are to be allocated to individual staff, use a Customer Trust Fund, else a General Trust Fund will suffice.

If set to None, the tip option will not appear on the Cash Sales or EFTPOS sales screen.

Assign Tip to current user. If this option is set, the current logged in user will appear as the default receiver for the tip. It can be changed to any other user if desired. If this option is not set, there is no default receiver.

Tip Buttons. Four buttons are provided on each of the Cash, EFTPOS and Other Sales screens for calculating the amount of the tip based on a percentage of the sale. Enter the 4 percentages to appear on these buttons here. Some linked credit card terminals will also display these prompts to the customer.

Default Tip. If a button is selected as the default, that percentage will be applied automatically.

No Sale Item. Select a special item that is to be used to record the use of the **No Sale** button. While this item will have no value, the use of the **No Sale** button can still be tracked using quantity reports, or transaction searches. See also the No Sale button.

Auto Log Off. This sets the number of minutes that Touch Desk can remain unused (no key pressed or mouse clicks) before the current user is automatically logged off. This prevents unauthorised use of the system when it is unattended. In particular it prevents the cash drawer from being opened.

Set the time to 0 minutes to disable automatic log off.

Auto Log Off after each Sale. This option will automatically log the user off after each sale is completed. This options should be used in conjunction with the time out above, as it will not log the user off if the sale is not completed or is cancelled.

Enable Banking by User. Use this setting when each user or server is responsible for holding the cash from their own sales, rather than sharing a cash drawer. See Banking by User for more information.

Lane Intercom Ring. If set, a ringing sound will be played through the computer speakers whenever an intercom call from the lanes is waiting. To use a different sound, replace the INTERCOM.WAV file in the Touch Desk folder.

Lane Chat Alarm. If set, a sound will be played through the computer speakers when there are any unread chat messages from the lanes. To use a different sound, replace the CHAT.WAV file in the Touch Desk folder.

Lane Service Alarm. If set, an alarm will sound through the computer speakers whenever a DRINKS or SERVICE request is made from the lanes. To use a different sound, replace the SERVICE.WAV file in the Touch Desk folder.

Pinspotter Service Alarm. Some pinspotters can notify the system of alarm conditions that require service, such as a tangle on a string pinsetter. Enabling this feature will play a sound when any pinspotter alarm is active. To use a different sound, replace the PINS.WAV file in the Touch Desk folder.

New Order Alarm. It set, an alarm will sound whenever new orders arrive for the area that this terminal belongs too. To use a different sound, replace the ORDER.WAV file in the Touch Desk Folder.

Require Notes on Voids & Refunds. This setting will not allow any transactions that involve negative tender (e.g. voids or refunds with negative cash, EFTPOS etc) unless a descriptive note has been entered.

Default Tender Type. This is the default tender type for new sales.

8.10.5. Setup Users

This screen is used to manage user names, passwords and levels.

Users are required to log on to the system by entering their login name and password or swiping/scanning their ID card.

This allows Touch Desk to:

- Restrict access to certain parts of the program based on the user's level.
- Record the user for each transaction or sale entered.

Each user is assigned a level for each sales area. These levels are:

- **Owner** (highest)
- **Manager**
- **Shift Supervisor**
- **Senior Operator**
- **Junior Operator**
- **No Access** (no access regardless of the required user level)

A required user level can be set for each function or screen within Touch Desk. Only users whose level is equal to, or greater than, the required level can access those functions.

See Admin ▸ System for setting required user levels systems wide, and Admin ▸ Sales Areas for setting required user levels for different sales areas.

This method of user control is very flexible. For example, a mechanic may be given full access to the **Lane** screen, to enable them to maintain the scoring, yet be prevented from accessing the **Sales** screen, whereas a junior front desk user may have access to the **Sales** screen, but be denied access to critical setup functions in the **Lanes** screen. A user may also be granted access to the **Sales** screen in the Snack Bar, but denied access to the **Sales** screen at the front desk.

When the Setup Users screen is displayed, it will show a list of users whose Admin level is less than the current user and including the user themself. For example, a **Manager** can only setup users that have a level less **Manager**. If the required user level for setting up users is higher than **Manager**, then a manager may not access then Setup Users screen at all.

Only a user with a level of **Owner** can edit all users. Touch Desk will ensure that there is always at least one **Owner** in the system.

- **To create a new user**, click **New**.

- **To edit an existing user,** click on the user then click **Edit**, or just double-click on the user.

- **To delete a user,** click on the user then click **Delete.** Once a user is deleted, their name will no longer appear in reports. To deny access to a user, but still have them appear in reports, simply delete the password so they can no longer log in.

- **To edit or delete more than one user at once**, use the **Ctrl** and **Shift** keys with the mouse to select multiple users then click **Edit** or **Delete**.

Name. This is the user's full name as it will appear on reports. Note that changing a name will change the name on reports, even those of past events. However the report will also show the user's unique number to avoid any attempt at deception by changing names.

Log In Name is the name used to log in to the system, and is generally a short nick name to avoid typing the user's full name at each log in.

New Password. A new password can be entered here. A password cannot be blank. The password is not case sensitive – this means it may be entered in either lower case or capital letters.

All users should be encouraged to change their password regularly and not divulge it to anyone. Nobody can read another user's password from the system, not even an **Owner**. This ensures that nobody can impersonate another user by using their password.

However, **Owners** may change anyone's password to something new to allow recovery of a lost password.

DO NOT LOSE THE OWNER PASSWORD! If all the owner passwords are lost there may be no way to fully access your database. Contact support for advice.

Enter Password Again. When changing a password, it must be entered again, as a precaution against mistyping.

Card #. Use this field to add a users ID card to the user. For simple scanners, double click here and scan or swipe the user's ID card. For smart cards, click the adjacent button and follow the prompt to program the card for this user.

To erase the card, double click on the **Card#** and then either manually erase the code (simple scanners) or follow the prompts to disconnect the smart card.

Once programmed, the card can then be used to log into the system, without typing a username or password. Smart cards are highly recommended for this function due to their enhanced security.

To log in, swipe or scan the card –

- At any time when there is no one else logged in.
- At the normal Log On screen.
- If the user scanner or reader is not setup for any other purpose (customers or items) then you can scan or swipe at any time, even if another user is logged in. The other user will be automatically logged out.

To use the **Clock On** or **Clock Off** function, click on Log On, swipe or scan the card, then select **Clock ON** or **Clock Off** as usual.

All users should have a password stored in the system, even if they are using a card to log on.

If the user has been associated with a customer, then the user can also use their customer card to login, but only if it is a smart card.

See Setup POS Items ▸ Scanner for information on setting up a suitable scanner or card reader.

Warning! Never use this function to scan or store a customer's credit or debit card. The system is not designed to store this information securely. Doing so may result in the centre being liable for fraudulent card use.

Levels

Each user is assigned a level for each of the main modules and sales areas in Touch Desk as below -

Lanes – used to access the **Lanes** screen from any terminal

Sales Areas by Name (6) – used to access the **Tables**, **Orders**, and **Booking** screens for this area from any terminal, and to access the **Sales** screen on any terminal within this area.

Note that the actual name of each area as set in Admin ▸ Sales Areas will be displayed.

Sales – used to access the **Sales** screen. The user must also have access to the area to which the terminal belongs.

For example, assume the required user level to view the **Sales** screen in the Snack Bar is Senior Operator. Then only users whose Snack Bar AND Sales user level are both senior (or higher) may use the **Sales** screen on a terminal that is assigned to the Snack Bar.

Customers – used to access the **Customers** screen from any terminal

Admin – used to access the **Admin** screen from any terminal.

Master Touch Desk – when Touch Desk is running in Master mode, controlling a number of centres, this is the maximum level that this operator will have for any area when using the Master Touch Desk. Typically it is used to ban access to the Master Touch Desk for most employees by setting this to NO ACCESS.

Link to Customer Database

Each user can be linked to an entry in the customer database. This is useful for storing employees' contact details. It also provides a customer ID for the employee to use for transactions such as paying out tips.

To link a user, click the **Create Link** button, and the usual New Customer screen appears. This can be used to search for an existing customer or create a new one. See New Customer Screen for more information.

To remove the link, click **Remove Link**.

To link to a different customer, first remove the current link then create a new one.

To make any changes to contact information after the customer has been created, use the Customers screen as usual.

By default, customer linked in this way will have the Employee field set.

Touch Bowl Password. Users that wish to log in to Touch Bowl and have admin level privileges in that system must have an **Owner Admin** level in Touch Desk, be linked to a customer record, and enter a specific password here. Use this password, not the regular one in the customer screen to log in to Touch Bowl.

To disable access to Touch Bowl, clear this password to blank.

8.10.6. Setup Items

Items are used to track all sales within Touch Desk.

An item can be a simple item like a can of drink, or a game of bowling. It can also be a combination item (for example - Game, shoes, fries & a drink). Special items are also used to track account payments, rounding etc.

Items can be arranged in groups so that subtotals can be generated in reports. For example, all bowling items might be placed in a group called Bowling Income. Groups can also be nested so that there are subgroups within groups.

Items are mapped to account codes when exporting data to an accounting package. Each item may have its own code, or only the group's total may be mapped to a single code, depending upon the amount of detail required within the accounting package.

The setup of items is very important, and will greatly affect the detail and type of financial information available to the accounting package, and that will appear in Income Reports.

It is also important to arrange the items on the **Point of Sale** screen in a logical and easy to find order.

8.10.6.1. Creating and Arranging Items

To display the **Item List** screen, click on Admin ▸ Items.

The left hand side of the screen displays the list of items, grouped within their group headers.

The right hand side shows the screens, on to which items must be placed in order to be available for sale. See Setup Item Screens.

- **To display the items within a group,** click on the + sign at the group header.

- **To create a new item,** click on the item immediately above where the new item is to be placed and click **New**. The new item will have similar attributes to the item above.

- **To edit an existing item,** click on the item then click **Edit,** or just double-click on the item. Note more than one item can be selected by using the **CTRL** and **SHIFT** keys with the mouse. This allows changes to large numbers of items to be made at once, rather than editing each item individually. Note that any changes to an item's name of group will also be reflected in reports of past sales of this item.

- **To delete an item,** click on the item then click **Delete**. Once an item is deleted, it will no longer appear on reports for past events. If an item is no longer to be sold, but has been used in the past, it is best to simply remove it from the **Point of Sale** screen. Use the **CTRL** and **SHIFT** keys with the mouse to delete multiple items in one action.

- **To change the order of items,** drag the item to its new position. The order of items in reports will be the same as displayed here.

- **To move an item to another group,** drag the item to the correct group, or **Edit** the item and change the **Group** field.

- **To search for an item**, click on the magnifying glass. Enter either the Item number or part of the name and click OK.

When searching on a name, only part of the name need be entered. Any item whose name contains the search name will be found

If only one item matches the search, it will be displayed for editing. If multiple items match the search, they will be selected in the list only.

- **To reuse an Item ID**, create a new item as usual but click the **Re Use ID** button prior to saving the item. Choose the ID to re-use from the list of previously deleted IDs.

  Caution! Re-using an item ID should only be used to restore an item that has been accidentally deleted. Do not re-use IDs for new items, as any transactions that took place on the old item will now appear as the new item in reports. This can lead to confusion.

  If the ID you wish to re-use is not in the list, then it has already been re-used elsewhere.

8.10.6.2. Editing Items

The **Items** screen contains all the fields necessary to setup items. Some fields are not valid for all item types and may not be displayed.

Name. This is the name of the item. Note that sales of items are recorded by the unique item number as shown at the top of the screen, not by name. This item number is assigned by the system, and cannot be changed.

Type. Items can be many different types as shown below.

- **Normal**. A simple item that can be sold.

- **Group Header**. An item that is used to group other items together to create a subtotal.

- **Payments**. These items represent types of payments, such as Cash, checks etc. At least one Payment type must be present for cash. Once the cash item has been setup, it must be selected in Admin ▸ Terminal ▸ General Tab for each terminal.

- **EFTPOS Payments** This type is similar to **Payments** above, but is used for payment types that occur via an EFTPOS (electronic funds transfer) terminal. Only **EFTPOS** type items will be available for payments through the terminal. Examples are credit card, debit card, etc. You can setup individual accounts for each card type, or just one account to keep the total for all cards. When using individual accounts, ensure they are grouped under an EFTPOS group header.

  When Touch Desk is linked to a card terminal, the payment item used to record the payment will be automatically set based on the card type used at the card terminal. To use this feature, setup items using the following standard names –
  For individual card types use -
  - Mastercard
  - Visa
  - AMEX
  - Diners Club
  - Or the actual card type as returned by the terminal.

  To group by generic type only, use the following keywords in the name -

  - Credit (eg “Credit Card” or “Credit EFTPOS” or just “Credit”)
  - Debit
  - Check
  - EBT
  - Gift
  - Loyalty

  Note that different payment providers and card terminals support different card types. For example, some return MASTERCARD or VISA, where as others return only CREDIT for these types.

  If available, Touch Desk will first try to match the actual card type as returned by the terminal.

  If not found, it will try to convert the actual type to one of the standard types above (ie Mastercard)

  If still not found, it will then try to match the generic type (ie Credit)

  If still not found it will look for an EFTPOS item named OTHER

If still not found, the default item as set on the payments screen will be used to record the payment. Therefore there should be an additional item called OTHER, and this should be set as the default EFTPOS item. See Admin ▸ Setup System ▸ Sales ▸ Default EFTPOS Item

If there are any types of transaction that can be processed on the card terminal that are NOT supported by Touch Desk, then setup a payment item for these types but do NOT make it a EFTPOS payment type. It will then be available in "Other" payment types and can be rung-up manually to match the card terminal. The item can still be grouped under an EFTPOS header item so it shows on reports as being part of EFTPOS sales, even though manually entered.

If using the Batch Close command to automatically enter banking from the card terminal, then the following item names (or names containing these keywords) must exist, as these will be used to record banking.

- Credit
- Debit
- Check
- EBT
- Gift
- Loyalty

Note that is it not necessary to use the same items for recording banking as for sales. For example, you could break up sales into card types such Mastercard and Visa, even though banking for both would come under CREDIT. This will create individual variances on reports, but the total Variance for all EFTPOS items grouped under a single header should still be zero.

- **Discount Amount or Percentage**. These items are used to discount a sale by a fixed amount or percentage. The amount of the discount is accrued in the discount item. To discount the price of an item directly, use Admin ▸ Pricing Levels.

  For example, say there is a staff discount of 10% on games and the game price is $5. There are two ways to achieve this discount –

- Setup a Pricing Level called Staff Discount. The sale of a game will show on reports as $4.50. The amounts of discounts given can be tracked using the Cost of Discounts report. Different items can also be setup as being exempt from this discount, or have different discount amounts. This is the preferred method.

- Setup a **Discount Item** called Staff Discount. A sale of the game will show on reports and in the accounting package as $5.00. The report will also show a Staff Discount of $-0.50. The staff discount can be applied to any item at the discretion of the operator.

  Using this method also has tax implications. Because the price of the items being discounted has not changed, then the tax payable on those items also does not change. The discount is purely a return of cash or payment to the customer with no change in the amount of tax paid.

  Previous versions of Touch Desk adjusted the tax when a discount was given, however this method is not compatible with more stringent tax reporting requirements, whereby tax must be allocated to individual categories and therefore cannot be altered by a miscellaneous discount key.

  To discount an item and have the tax also discount proportionately, use a pricing level or allow the actual price of the item to be changed.

  Discount keys are intended for occasional or one-off events only.

- **Combination.** These items combine other items, so that a single POS key can be used to sell a number of items. They are most commonly used for special combos like “Game, Shoes, Fries and a Drink”. Separate items are setup for each part of the combo, each with their own price. In this example, there would be game item, shoe hire item, food item and drink item. These items can be in separate groups (e.g. Bowling, Shoes, and Food) so that the amount collected for the combo is divided among the income groups correctly.

  A Group Header item can also be included in a combo, and the operator can then select the actual item from the group at the time of sale. For example, in the case above, there may be several drinks that can be selected from a “Special Drinks” group.

Note that the operator must select one from the group to continue. This is useful to ensure that an incomplete order cannot be taken (i.e. bowl & drink special with no drink specified, or a pizza with no topping specified).

If "none" is a valid option for any item, then a "none" item must be included in the group. However in this case, it may be better to simply setup separate keys for optional extras, rather than using a combo that forces the operator to make a selection.

The selection of an item within a group in a combo can also be changed AFTER it is rung-up, by clicking on the item description.

- **Tax.** These items are used to apply tax to an item. See the Setup Tax Items for an explanation of taxes

- **Special.** The system requires a number of special items, which it uses to assign various amounts to ensure that all transactions balance, and to export these amounts to the accounting package. These special items must be created here, and then assigned in:

  Admin ▸ Terminals ▸ General
  Admin ▸ System Setup ▸ Sales

  In a system with multiple terminals, different cash and variance items can be assigned for each terminal. This allows cash from each terminal to be tracked separately.

  The special items required are:

  - **Rounding Item.** Adjustments resulting from cash sales being rounded up or down. Not required if rounding is not used.
  - **Banking Variance.** The difference between the amounts paid, and the amount actually banked. Also known as under-rung or over-rung for cash.
  - **Customer Accounts.** This is the difference between the sales rung up and the amount paid, and represents money still owing on Customers accounts, or payments by a customer of an account.

- **General Trust Fund.** These items are used for general holding accounts such as League Prize funds, jackpots, etc. For example, each league player may contribute to the prize fund each week. The item is rung-up and cash collected as normal. At the end of the year, the money can be withdrawn from the prize fund by ringing up a negative amount and withdrawing the cash from the till or offsetting it against another item. Where payment is made by another method such as cheque, and adjustment can be made. See Sales ▸ Making an Adjustment.

- **Customer Trust Fund**. These items are similar to General Trust Funds, except the money is held in-trust for a specific customer. They are used for customer deposits for goods, tournaments, reservations, etc. The customer makes a deposit into the fund when a deposit is paid. When the items for which the deposit was made are purchased, the deposit is withdrawn from the trust fund and used to offset the purchase price.

  Whenever a customer trust key is selected at the Sales screen, a list of customers who have a current balance will be displayed. Selecting a customer from the list will pay out the current balance.

- **Pay Out**. This item type is used for paying out cash from the cash drawer. It can be used for expenses, or pay outs on lotto tickets etc. It is similar to a **Normal** type item, except that when it is rung up the quantity is minus 1, so that the amount entered as the price is actually refunded.

- **Surcharge**. This type of item is used to add a surcharge that is a fixed percentage of the sale total. The amount of the surcharge is calculated as the specified percentage of the pre-tax price of all items above the surcharge line in the sale.

  The surcharge item can also be subject to tax if required, and the tax will be added to the previously calculated surcharge amount.

  Note that similarly to discounts, the amounts collected by surcharge items are shown under the surcharge item in reports. To increase pricing so that the actual item total in the reports includes the surcharge amount, use a new pricing level to increase the prices by the desired percentage instead.

  If the customer selected for the sale has a current bill, then the option to apply the surcharge to the entire bill rather than just the current sale will be displayed. Thus a surcharge on the entire bill need only be rung-up once immediately prior to payment for customers running a tab. If further sales

are added to the bill AFTER the surcharge has been applied, it is safe to simply apply the surcharge again. The calculation of the amount of this second surcharge will take into account the previous surcharge already applied.

- **Reward.** Reward items are used to track rewards such as loyalty points. See Admin ▸ Rewards .

- **EFTPOS Fees.** These items are used for recording fees and surcharges paid by customers for using a debit or credit card. See Admin▶System Setup▶More Sales▶Card Fees for more information.

- **Item List.** An item list contains a list of other items, with custom pricing on each item. The list can be used to specify additional items that are often purchased with a main item. For example, chips with a burger, or extra topping on a pizza. Once the list is created it can be used with multiple main items, by specifying the created item list in the main item's Main Tab▶Extras. See also Items Tab for setting up the items.

Group. This is the group to which this item belongs. Only items whose type is Group Header will appear in the list of available groups. Groups are used to subtotal similar items in reports, and to group allowable selections for customizable combo items.

Base Price. This is the base price of the item. Calculations for tax, pricing level adjustments and pricing period adjustments are applied to this base price. This amount should always be positive.

Discount (Discount types only) This is the amount of the discount as either a percentage, or an actual dollar amount.

Tax Rate (Tax type only). This is the rate of this tax that will be applied to the **Base Price** of any items using this tax code. See the Setup Tax Items for an explanation of taxes.

Surcharge. For surcharge items, the amount of the surcharge will be this percentage of the price of all items above this line in the sale.

Available. If ticked, this item will appear on the Sales screen when Base Pricing applies. The Avail box in the Pricing Periods box controls the key when other pricing periods or levels apply.

Only with Reward Redemption. If ticked, the item will only appear on the item screen for sale if it can be purchased with the currently selected reward scheme. When no reward scheme is selected, it will not appear. **Available** needs to also be ticked as usual.

Tax Rounding. See Tax Rounding.

Show Combo sub-items on customer receipts. For combination items only, this setting determines whether the sub-items that make up the combo will appear on customer receipts, long bills, and when ordering the item from a lane. The sub-items will always appear on remote dockets (such as those sent to the kitchen), or if the transaction is printed from the **Admin** screen. The combo sub-items never appear on short bills.

Show sub-items price. For combination items only, this setting determines whether the price of the sub-item will appear on customer receipts and when ordering the combo from a lane console.. The price will always appear on remote dockets and **Admin** prints.

Note that the price of any selectable combo components will always be displayed when ordering from the lane console if the price of the selections vary.

8.10.6.2.1. Main Tab

Export Account. This is the name of the account within the accounting package used for this item. See Setup Items for Export.

Export as Item. Tick this box to export sales of this item under their own name, rather than the item's group header**.** See Setup Items for Export

Scan Code. If the item has a barcode that can be scanned, this is the scan code. To enter a new code, click on the code then scan the item, or type in the barcode number.

Extras. Select an Item List type item that contains all the extras that can be purchased with this item. A screen will prompt for these at POS.

User Level. A user must be this level or higher to sell or use this item.

Discount. A user must be this level or higher to apply a percentage discount to this item. The user must also have permission to use the Discount item itself.

Change Price. A user must be this level or higher to change the price of this item by typing in a new price at the **Sales** screen. This setting does not prevent the user changing the price by using a discount item, Pricing Level or Pricing Period.

User Withdraw. A user must be this level or higher to make withdrawals from a Trust Fund. Note that withdrawals included within a combo item are excluded.

Exempt (Tax type only). A user must be this level or higher to change the tax exemption on a sale. This level is NOT required to perform a tax exempt sale where the customer has been preset to be exempt from a tax. See Customers ▸ Tax Exemptions.

Trust Fund Balance. This is the balance of the trust fund. It will change automatically as money is rung up to this item. Use the **Show Balance** key on the sales screen to display the balance of a trust fund. See Making an Adjustment to alter the balance without ringing up a sale.

Count before Banking (Payment type items only) This box is ticked for any payment types that must be counted before a shift is finalized. For example, it is normal to count the cash in the cash drawer at the end of a shift, so the **Cash** item should have this box ticked. Any discrepancies will then show up in the **Banking Variance** item.

There may be other payment types such as Cheques that will not be counted. Any discrepancies in these amounts will not show up when the shift is finalized, but will be discovered later when the items are banked and the bank account is reconciled in the accounting package.

For EFTPOS payment items, this may be set to either –
Yes, requires counting. The totals from the EFTPOS card terminal must be either manually input or loaded automatically upon batch close. See Sales ▸ Working with Shifts ▸ Card Terminal Batch Close

No, do not require counting. Errors will only be found upon later reconciliation. Totals do not need to be input, nor will they be loaded automatically upon batch close.

Note Required. If ticked, the user must enter something in the Notes window when this item is sold. For example, this might be enabled on a free bowling item, to remind the user to enter the reason for the free bowling in the Notes window.

LDS Lock. For items that correspond to drinks from a Liquor Dispensing System (LDS), set this option to ensure that the number of these items rung up matches that actually dispensed.

There are two settings for this lock – with and without auto ring-up. If auto ring-up is enabled, the item will appear on screen as it is poured unless it has already been rung up in the current sale.

If auto ring-up is not enabled, then the operator must manually ring-up the drink, either before or after the pour.

Any items poured, but not rung-up, will automatically reappear in the next sale. See Admin ▸ Setup Terminals ▸ POS Tab ▸ LDS Setup for more information.

If the LDS lock is NOT set for a poured drink, then it will always be automatically rung-up if not already done so, as this is the only purpose of having an interfaced dispensing system without locking.

Note that bar items can be included in a combination item, and this allows a bar item that is locked to a pour of the liquor system to be reused for different combinations. However if the auto ring-up option is set and the drink is poured prior to being rung-up, then only the bar item will be automatically rung up, not the complete combination item, as the actual combination to be sold is unknown. The user must then use CLEAR LINE to remove this item, and then select the appropriate combination item. Therefore, auto ring-up should generally NOT be enabled for bar items included in combinations

LDS PLU. This is the PLU used for the liquor dispensing system. For older Touch Desks this defaulted to the item number. This number can now be manually set to allow for easier configuration of the LDS. If the LDS PLU has not been set, then the item number will be used as previously.

Note that each LDS PLU can only be used for one Touch Desk item. However, this item can then be used in multiple combination items.

Locker. Use this setting to designate an item as a locker item. Locker items are the only items that appear on the **Locker Modify** screen showing the history of the locker rental, and are the only items that can set the locker's due date automatically. Locker items can only be sold using the **New Sale** button on the **Locker Modify** screen.

- **None**. The item is not a locker item.
- **No Change**. The item is a locker item, but does not change the due date when sold.
- **1/2/4/8/12 Weeks.** This period is added to the due date.
- **1/2/3/6/12 Months**. This period is added to the due date.
- **1st of Month**. The due date becomes the 1st of the following month
- **Fixed Date**. The due date becomes a fixed date as set in Admin ▸ System Setup ▸ Locker Fixed Date

All items used for the lockers, including those not affecting the due date such as key deposits, should be setup as locker items so as to appear in the summary screen.

Multiple locker items can be combined in to a combo item. Any changes to the due date will be applied sequentially.

If a locker item is refunded, then the adjustment to the due date will normally be reversed. For example, a month will be taken off if the item is set to 1 month. However some date adjustments, such as "fixed date", cannot be reversed. A manual adjustment to the due date will be required in these cases.

See Lockers for more information.

8.10.6.2.2. Description Tab

Description. The text entered here can be displayed in the **Sales** screen by hovering the mouse over an item button or right-clicking the item button. It is useful for providing extra information about the item, such as a full description of a meal item should a customer ask what is included.

Note that if a Touch Screen is being used rather than a mouse, the Touch Screen will normally provide an equivalent to a right-click, such as holding your finger on the screen until the cursor changes.

This description will also appear when ordering items at the lane consoles.

For combo items with selectable components, the description of the group of selectable items will be used (if present) rather than the name when prompting the bowler for a selection. For example, a group included in a **Pizza** combo could be named "**standard pizza sauces**", with a description of just "**Sauce**". The full name "**standard pizza sauces**" is used for reports, whereas the bowler just sees "**Select Sauce…**".

Image. An image can be associated with any **normal** or **combination** item. This image can then be displayed in digital signage price lists, and on the customer facing screen at the sales terminal when the item is rung up, and at the lane console if lane ordering is enabled. It can also be displayed from the sales screen by right clicking on an item as detailed for the item description above.

The images will be resized as required for display. To prevent the images being distorted, the original image should have an aspect ratio of 16:9 (eg: 1920 pixels wide x 1080 pixels high as for normal HD, or a scaled down version of this). Images can be jpg, bmp, or png format. PNG allows for a transparent background.

Note that all images are stored as files in the Touch Desk Signage\Items folder and must have unique names.

A single generic image can be shared with multiple items.

All items for sale at the lane console should have an image associated with them, even if it is a just simple generic icon rather than a photo.

Note that all images added to the Touch Desk Signage folder will be automatically copied over the network to all digital signage computers, so that each computer has a local copy for fast display. For centers with many digital signage computers, such as Touch Score centers with digital signage on all overheads and consoles, copying these files can put a considerable load on the network if large numbers of hi-res (big) files are loaded into this folder simultaneously. Therefore this is best avoided while the center is busy and/or the network has limited capabilities.

If the item images are being used for a cloud app, the image type must be jpg. To ensure the cloud app's performance is not impacted by large files, a smaller version of the file can be created in a subfolder called "web". This smaller file must have the same name as its larger counterpart in the parent folder. This allows both a large file for display locally, and a smaller file for the web app to coexist. Files larger than 2MB will not be sent to the cloud app.

8.10.6.2.3. Pricing Tab

The information on this tab varies depending upon the type of item.

Tax Code. This is the tax item that is applicable to this item. See the Setup Tax Items for an explanation of taxes.

Price Includes Tax. This box is ticked if the **Base Price** of the item includes tax. See the Setup Tax Items for an explanation of taxes.

Pricing Periods and Levels. For each Pricing Period and Pricing Level that has been defined, the following fields are required:

Applies. This box is ticked if this pricing period or level applies to this item. If the period or level does not apply, the item will use base pricing during this period or level.

Avail This box is ticked if the item is to appear on the **Sales** screen for this pricing period or level. This allows certain items to only be available during certain periods or levels. If both a period and a level apply to an item, both must be set to Available the item to appear during that period and level.

Default. This box is ticked if the default price adjustment as setup in the Pricing Period or Level is to be used.

Price Adjust. This is an alternative price adjustment when the default adjustment is not used. Adjustments can be by an absolute amount or by a percentage. Some examples are shown below:

-5%	(the price is reduced by 5%)
-1.00	(the price is reduced by $1.00)
=2.00	(the price is changed to $2.00)

Left blank (the price is not changed)

When the sale price is being calculated, the **Pricing Period** is applied first, then the **Pricing Level**. Adjustments are applied to the **Base Price** before any tax calculations.

Only one **Pricing Period** can be applied to an item at any one time, although several **Pricing Periods** may be active.

For example, a **Pricing Period** for the Week-End may apply on Saturday & Sunday and adjust bowling prices. There may also be a Happy Hour **Pricing Period** from 5-6PM that affects bar prices. Between 5-6PM on Saturday or Sunday both periods are active. The Week-End period can be applied to bowling items, and the Happy Hour to bar prices, but no item can use both.

8.10.6.2.4. Combination Items Tab

This tab will appear when the item type is set to **Combination**.

To add items to a combination item, either drag them from the list on the left to the right, click on the item then **Add Item to Combo**, or just double-click on the item.

To delete an item, click on the item then click **Delete Item from Combo**

Only the following types of Items can be used in a combo –

- Normal
- General Trust Fund
- Customer Trust Fund
- Group Header

Use the **Price Adjust** column to alter the price of each item when it is included in the combo. The **Price Adjust** field can contain –

+ or – a percentage
+ or – a fixed amount
= to a fixed amount

Where the plus or minus options are used, the item price for the current pricing period and level will be adjusted by the specified amount. If a fixed amount is used, this will be the price regardless of pricing period or level.

When a combo containing a group header is sold, the operator is prompted to choose the actual item from all those in the group. This can be a useful way of forcing the operator to make a selection for options on an item.

For example, a Pizza combo item may contain group headers for Pizza Size, Pizza Base, Pizza Sauce and Pizza Toppings. Within each of these groups would be the available items. The operator would then need to select one item from each group when ringing up a pizza.

Note that when a combo item contains a group, the actual price of the item is not known until a selection is made. The price shown on the button on the sales screen will be the minimum price possible.

8.10.6.2.5. Tax Combination Tab

Tax Combinations (Tax type only). A tax item can either have a base rate or be a combination of other taxes. See the Setup Tax Items for an explanation of taxes.

8.10.6.2.6. Printing and Ordering Tab

Print Receipt. This box is ticked if a receipt is to be printed automatically when this item is sold. Receipts can be printed at either the local printer, or any of the Remote Printer Locations as defined in Admin ▸ System ▸ Remote Printer Locations.

Receipts can also be set to automatically print at the local printer regardless of the items sold in Admin ▸ Setup Terminals ▸ Always Print Local Receipts.

A receipt can always be manually printed by clicking the **Print** button.

Do **NOT** select remote printing here if you are using the Ordering system. Dockets can be sent to remote printers via the ordering system, and this provides better control than simple remote printing using this option.

Note that for Combo sub-items, if any sub-item in the combo is enabled for printing, then the entire combo item will be included. For local customer receipts, see also Show combo sub-items on customer receipts.

Order From. This is the default sales area that this item can be ordered from. For the order to be created automatically, either **LOCAL** or **REMOTE** must also be ticked. See the Orders system for more information.

Local Order. This option will enable the order for this item when it is ordered locally. Locally is defined as being sold at a terminal in the same area as the order is to be placed, and for an immediate order.

If the order is to be delayed (status =LATER) or the item is sold from a different area, then the **Remote Order** option below is used to decide whether or not the item is ordered.

Remote Order. This option will enable the ordering of this item when the item is sold at a different area to the order, or for a delayed order.

Note that the **Order From**, **Local Order** and **Remote Order** settings define the default behaviour only. Any line item can be ordered or not ordered during the sale using the Order Details screen. See the Orders system for more information.

Add Notes to Order. Any notes entered here will appear on both the order screen and the printed order whenever this item is ordered. These notes will NOT be shown on the customers copy. Up to 5 lines of 25 characters can be entered. These notes can be used to display instructions to staff preparing the item. It is also possible to show ingredients on the order to assist in preparation See Ingredients Tab ▸ Order Show

8.10.6.2.7. Bowling Tab

This tab section is used to enter how much bowling is represented by the item. Each item can represent bowling games, bowling time or shoe rental.

Games. This is the number of games represented by this item for pay-by-game bowling. Frames can be entered as a decimal. (0.1 = 1 frame).

Time. This is the amount of bowling time represented by this item for pay-by-time bowling, in hours and minutes.

Shoes. This is the number of shoe rentals represented by this item.

Rates for extra bowling sets the rate that will be used by default when bowling is added to a booking that is already using this item,

Extra Games. When a lane is checked out using the current item as the bowling game rate, the **Extra** item will be used to ring up any extra frames.

Extra Time. When a lane is checked out using the current item as the bowling time rate, the **Extra** item will be used to ring up any extra minutes.

Extra Shoes. When a lane is checked out using the current item as the bowling game or time rate, the Shoe item will be used to ring up any shoes owing.

Note that these rates set the default rate only, the actual rate can be changed when the sale is made.

For games, the extra game item can contain a whole game, and itself have an extra item to contain additional frames. For example, say a "2 Game" item has an extra item "Extra Game" and this item itself has an extra item "Extra Frame". If a bowler bowls 3.1 frames using this rate, then the following will be rung up –

1 x 2 Game
1 x extra game
1 x extra frame.

If they bowl 4.1 frames, then –

2 x 2 Game
1 x extra frame

Similarly for time bowling, an item's extra may contain say 30 minutes, and this extra itself have an extra for 1 minute.

For combination items the amount of actual bowling included with the item is set by the bowling items that make up the combination. However, the extra game and time rate can be set for the combination. For example, say a combination consists of a game, coke and shoe hire, and a bowler on this rate bowls 2 games. The combo will only be rung up once, and the additional game will be rung-up at the rate specified in rates for extra bowling.

For Touch Bowl, **extra games** and **extra time** are used for extending a current booking. If a user is linked to a lane booking, and extra games or time has been set for their bowling rate, then they will be given the option to extend their bowling. The Extend button appears on the lane view screen in Touch

Bowl at the completion of their booked bowling. The lane will be checked for availability prior to allowing the purchase.

Estimated Time on Lanes for Bookings

These settings are used to translate the items purchased into the time required when making a booking. This allows different types of bowling to require different amounts of time on the lanes. For example, a kids birthday party might require more time per game than league practice.

If zero is entered here, then the default values from Setup ▸ System ▸ Bookings are used instead.

Note that these times are estimations only, and the total time required can be changed when making the booking.

Max bowlers per Lane for online bookings. This will determine the number of lanes required for an online booking. Note that for pay by time, it will also determine the number of items required to be purchased, as each purchased time block is only for a single lane.

Default Style. This bowling style will be applied whenever this item is sold while checking in a lane from either the **Sales** screen directly, or from the **Lanes** screen using the NEW SALE button on the main tab. It is intended to make checking in pre-paid lanes simpler. If the sale consists of items with different styles, only the first style rung up will be used. If none of the items have been assigned a style, then the default styles for check in will be used.

Note that only items that include bowling time or games can specify a bowling style.

This style is also applied when items are sold for a booking via the NEW SALE button on the main tab of the **Booking** screen

For post paid bookings, the bowling style must be set manually at check-in, but that style can define a default rate (item) for the payment at checkout.

8.10.6.2.8. Tables Tab

If this item represents a purchase of time for a table, (eg 20 minutes on a pool table), you can enter the appropriate area and time purchased here.

When a sale of this item is made via the **New Sale** button from either the tables screen or the booking screen, then the time purchased will be automatically added to the "Purchased" amount.

As an item cannot represent both bowling and table time, therefore these setting are only available when bowling is set to **None** on the **Bowling Tab**.

Note that due to the generic nature of the tables function, time purchased for a table is not tracked or controlled as thoroughly as time bowling. In particular –

- The operator can simply override the purchased amount at any time.
- A customer does not carry a balance of time purchased forward as they can for bowling. Therefore only purchases made via the **New Sale** button will contribute to the "purchased" amount.
- Table Time is not currently included in reports, only the dollar value is tracked.

For online sales, two additional settings are available –

Max customers per item will be used to determine the number of items needing to be purchased to cater for the number of customers.

Max customers per Table will determine the number of tables booked for the required number of customers.

8.10.6.2.9. Purchasing Tab

This tab is used to setup an item that is purchased by the center for resale, so that the profit margin and/or the level of stock can be tracked.

There are several ways to set up an item depending upon the amount of functionality required.

Is this item purchased ?

- **No** – the item is not purchased or no tracking is required
- **Yes, and stock is tracked** – a cost price can be entered or calculated to track profit margin, and the quantity of the item in stock will be tracked. Purchase orders can be generated automatically based on current stock levels.

- **Yes, but stock is not tracked** – a cost price can be entered to track the profit margin, but the quantity of the item in stock is NOT tracked. Purchase orders can be generated manually as required.
- **No, item is made up of ingredients** – the item itself is not purchased, but is made up from ingredients which are purchased. See Ingredients for more information.

Note that there are 3 main ways to track stock –

- **Track by Item – S**elect "**Yes, and stock is tracked**" above. Items can be bought and sold under a single item number. If the purchased item is to be used in multiple saleable products, then combination items must be set up to include that item.
- **Track by ingredient –** Select the **Ingredient** option above. This is a far more flexible form of stock tracking. The stock of the ingredient is tracked rather than the item itself. A single ingredient can be used in many different items and in different quantities. Item cost prices are calculated based on the ingredient cost.
- **Track by Item with QuickBooks.** Item sale information can be exported to QuickBooks, or any other program that supports the IIF format, by setting the Export as Item option**.** QuickBooks can then be used to track stock, generate purchase orders, record purchases, and calculate profit margins**.** Stock tracking within Touch Desk is not then required.

Average Cost Price. This is the average cost price for which the item was purchased. The cost price can be displayed on the **Sales** screen by clicking the **Show Balance** button. This price is for the user's information and reports only. It does not affect sale transactions in any way.

For items with stock control, it is a true average that is calculated automatically based on the cost of new purchases and the cost of existing stock.

For items without stock control, it is the cost of the last purchase, or it can be entered manually here.

For items based on ingredients, the cost price is the sum of the ingredient costs and will be calculated automatically.

The Price List report can list items showing their profit margin based on their cost price.

Show Average Cost enables the cost of the item, whether tracked by item or ingredient, to be displayed on the **Sales** screen using the **Show Balance** key. This function can be restricted to high level users if required.

For items with purchasing enabled –

The **Default Supplier Line** panel contains the information necessary to order this ingredient from a supplier. See Default Supplier Lines for details.

For items with stock control enabled –

Stock Details

On Hand. This is the number of items currently on hand. It will decrease automatically as items are sold. When new stock is purchased, the on hand amount must be adjusted manually. There are three ways to adjust stock –

- Use the **Adjust On-Hand Stock Level** button to add, subtract or just enter a new on-hand amount. As stock adjustments are transactions, there must be a shift open on a terminal somewhere in the centre. If one is not opened on the current terminal, a different terminal can be selected. This method can be used at terminals that do not have access to a **Sales** screen, such as the Back Office. All quantities and prices are per item, not per order multiple.

- Use the **Sales** screen to ring up the items purchased into stock. See Making an Adjustment for details. This is a quick way to ring-up a large number of items that are to be entered into stock. However this method requires the use of the Sales screen, which may not be available at all terminals.

- Use the Purchasing system to enter a previously generated purchase order into stock.

Whichever method is used, a cost price for the item should be entered so that the correct average cost price for the item can be calculated. When adding new stock, use the actual cost of the item as purchased. When adjusting stock for other reasons, such as spoilage or shrinkage, then enter a price of 0. If the stock level is reduced with a price of 0, then the average cost will increase to

allow for the loss. This in turn allows the profit margin to be calculated more accurately than if spoilage or shrinkage was ignored.

Re-stock Level. Three different stock levels can be specified, along with the quantity of items to order if the stock falls below this level. This allows for the automatic generation of purchase orders. Stock levels should be arranged highest to lowest as shown in the example below:

Re-stock Level	Order Qty
80	20
50	50
20	100

In this example, purchasing orders could be generated say monthly. If the stock at the time of ordering is 20 or less, 100 units will be ordered. If it is between 21 and 50, 50 units would be ordered. If it is between 51 and 80, 20 units would be ordered. If more than 80 items are in stock, no items are ordered. This allows order quantities to be chosen in line with the supplier's price breaks. See Purchasing for more details.

If a multiple has been specified, then the order quantities are for buying units, not items.

The **New** column shows the new stock level after purchasing. i.e, the restock level plus the order quantity.

If the on-hand count falls to or below any of these stock levels, the item will appear in the Restock List report.

8.10.6.2.10. Ingredients Tab

This screen is used to define which ingredients are used to make this item. This screen is only visible when "**No, item is made from ingredients**" is selected on the Purchasing Tab.

The left hand side shows a list of available ingredients. These can be created, modified and deleted here, or from the Admin ▸ Ingredients button.

To add an ingredient to the item, select the ingredient from the Ingredient List then click **Add**, then enter the quantity.

To remove an ingredient, select it in the right hand list and click **Remove**.

Order Show will cause the ingredient details to be added to the order screen whenever this item is ordered. This can be used to assist staff in preparing the order.

Notes can also be added to the order for any item, regardless of the ingredient setup. See Printing and Ordering Tab ▸ Order Notes

8.10.6.2.11. Items Tab

The **Items Tab** is used to configure the list of items contained within an Item List item. This is typically used to specify extra or additional items that can be purchased with a main item, such as chips with a burger. See Main Tab▶Extras

Use the **Add/Remove** buttons or drag items from the **All Items** area to the list. Items can also be dragged within the list to change the ordering as required.

The **Group** field determines how the items may be selected simultaneously.

Any number of items in group 0 may be selected, or none at all.

For groups 1-99, only 1 item within the same group can be selected. It is also possible to select no items in the group.

For groups 100 and above, only one item can be selected and is required.

Use the **Price Adjust** column to alter the price of each item when it is used from this list. The **Price Adjust** field can contain –

+ or – a percentage
+ or – a fixed amount
= to a fixed amount

Where the plus or minus options are used, the item price for the current pricing period and level will be adjusted by the specified amount. If a fixed amount is used, this will be the price regardless of pricing period or level.

8.10.6.3. Editing Multiple Items

An important feature of Touch Desk is the ability to edit a large number of items in one action, as sometimes a change may need to be made to thousands of items.

For example, say it is required to change the user level needed to sell an item for all items in the Snack Bar. There could be thousands of items and it would be very tedious to change each individually. By editing all the items at once, this change can be made quickly.

To edit a number of items, firstly select the items using the **CTRL** and **SHIFT** keys in conjunction with the mouse. For example, to select all items under the Snack Bar header, select the first item, then hold down **SHIFT** and select the last item. Then click on **Edit**.

If the items selected are of different item types, a screen will appear to allow selection of the type to be edited. The Edit screen will only show settings that apply to all of the items selected, and it is therefore more useful to edit only one type at a time.

If **All Item Types** is selected, only those item settings that apply to all types will be displayed.

When editing multiple items, be careful to change only those settings that will apply to the items being edited. Do not click on, or type any data in, any other setting or it will be applied to all the items selected.

While editing multiple items is a powerful tool, it can also lead to problems as massive amounts of data can be changed in one action. It MUST be used carefully.

8.10.6.4. Setup Tax Items

This page explains the setting up and calculation of taxes.

NOTE. It is the user's responsibility to ensure that the operation of Touch Desk complies with local tax laws. A.K.Microsystems cannot guarantee that the methods used to calculate and report tax detailed here are compliant with all requirements in all jurisdictions.

Tax type items are setup for each tax that can be applied. The tax item is setup with the name of the tax and the rate.

The **Tax Code** field on each normal item is then used to specify which tax item (if any) applies to this item.

If more than one tax applies to any item, then a combination tax item must be created to combine the applicable taxes into one tax code.

For example, if Sales Tax of 10% and State Tax of 20% is to be applied to the Social Game item, the items should be setup as follows:

- Create an item called *Sales Tax*, and set the type to Tax, and the tax rate to 10%.
- Create an item called *State Tax*, and set the type to Tax, and the tax rate to 20%.
- Create an item called *Sales+State Tax*, and set the type to Tax. Tick the Combination box, and enter *Sales Tax* as tax code 1, and *State Tax* as tax code 2.
- In the Social Game item, set the Tax Code to *Sales+State Tax*.

The following item fields apply to taxes:

- **Tax Rate.** This is the rate of this tax that will be applied to the **Base Price** of any items using this tax code. Tax rates are always expressed as a percentage of the pre-tax price, regardless of whether the **Base Price** includes tax or not.

  For example, for a base price of $100 and a 10% tax rate:

  - If the **Base Price** does *not* include tax. Tax amount is $10. Total sale price is $110.

  - If the **Base Price** does include tax. Tax is $9.10, which equals 10% of pre tax price of 90.90. Total sale price is $100

  If a tax is specified as a percentage of the sale price rather than the pre-tax price, then the rate can be altered to allow for this.

  For example, if an item is to be sold for $100 including tax, and the rate is specified as 10% of the *total sale price* ($10), then enter the rate as 11.11%.

- Pre tax price = $100-$10 = $90.
- Tax = $10.
- Rate = tax / pre-tax price =10/90 =11.11%

When multiple items are sold in a single sale, Taxes for items whose base price does *not* include tax are calculated over the whole sale to minimise rounding errors.

Taxes for items whose base price does include tax are calculated on a line by line basis, to ensure the total price for any item is exactly the **Base Price** regardless of rounding. This may result in the final tax paid on a sale varying from the expected amount by a cent or two due to rounding. To avoid this, do not use base prices that include tax.

- **Tax Rounding**. The tax rate may result in an amount of tax that is a fraction of a cent. In these cases, the tax can be rounded up or down to the nearest cent, in accordance with the desired rounding method
    - Always round down
    - Round amounts of 0.5 cent or more up, else round down
    - Always round up to the next cent.

- **Tax Combinations.** A tax item can consist of a basic rate, or it can be a combination of other taxes.

  Only one tax item can be applied to any sale item. Therefore tax combinations must be used if an item is subject to more than one tax type.

  When tax is applied using a tax combination item, taxes are still calculated as a percentage of the pre tax price, not the accumulated price including other taxes.

  For example, if the base price is $100 not including tax, and a combination tax of Tax1 at 10% and Tax2 at 20% is to be applied, then:

  - Tax1 = 10% of $100 = $10
  - Tax2 = 20% of $100 = $20
  - Total sale price = $130.

  If Tax2 should be applied to the amount including Tax1 (i.e. 20% of $110), then the Tax2 rate should be entered as 22%.

  - Tax1 = $10 as before

- Base + Tax 1 = $110
- Required Tax2 = 20% of $110 = $22
- Tax 2 rate to be entered = 22/100 = 22%
- Total sale price = $132

Tax combinations are best suited when the base price does **not** include tax. Calculating back to an ex-tax base price with multiple tax rates can result in rounding discrepancies. Touch Desk will solve these discrepancies by varying the ex-tax price as required to maintain the amount charged to the customer at the set price. These adjustments are usually only a cent or two.

8.10.6.5. Setup Items for Export

When a shift is finalized, a transaction summary of the shift is automatically written to an export file, which can then be imported into an accounting package.

Currently only the QuickBooks IIF file format and a generic CSV format is supported. While the IIF file has only been tested with QuickBooks Accounting, many other accounting packages support this format. If you require an alternative file format, please contact A.K.Microsystems for availability.

The entire shift is exported as a single sale of items. There are two pieces of information needed for each item – the item name to export and the account to which each item belongs. The **Export Account** and the **Export as Item** fields control this information.

Export Account. This is the name of the account within the accounting package to which this item belongs. If the **Export Account** is blank, the **Export Account** of the items' group header will be used. If this is also blank, the **Export Account** of the group header's group header will be used and so on.

In the simplest system, at least two accounts are needed, one for sales and one for amounts paid. All sale items would then be grouped under a group header whose **Export Account** is say *Sales*. All payment items would be grouped under another group header whose **Export Account** is say *Cash Collected*. All other sale and payment items would have a blank **Export Account**.

More commonly, sub accounts such as League Bowling, Social Bowling, Food Sales, etc would be used. Also different accounts for cash, credit card, EFTPOS etc would be used. This allows more detailed reports from the accounting package.

Note that the name of the bowling centre is used as a class name for all transactions. This means that you can import data from multiple centres into a single Quickbooks and track each separately.

Export as Item. Sales are exported to the accounting package as a sale of a number of items. The name of the item sold can be either the actual name of the item or the name of the item where the export account was found (a group header). Tick this box to use the actual name of the item.

For example, say there is an item called *Social Game* with a blank **Export Account**, which is in a group called *Bowling* whose **Export Account** is *Bowling Sales*.

- If **Export as Item** is ticked, the sale will be exported as a sale of item *Social Games*, and accrued in the *Bowling Sales* account.

- If **Export as Item** is **not** ticked, the sale will be exported as a sale of item *Bowling Sales* and accrued in the *Bowling Sales* account.

Export as Item should be ticked to track sales of different items within the same group in the accounting package. Although the sale amount is accrued in the one account, a sale-by-item report will show the breakup.

Note also that the quantity shown in the export file for bowling items is the quantity of games or hours, not actual items. Also, the price is an average price based on the quantity and total sale value.

For example, if 10 *Social Double Game* items are sold at $10.00, and a further 10 are sold at $8.00, and each *Social Double Game* represents 2 games, then the sale exported to the account package will be-

40 *Social Double Games* @ 4.50 = $18.00

The 40 represents games, not items. The $4.50 represents average game price, not average item price. This allows the accounting package to track amounts like total games bowled, and average game price, regardless of how many games each particular item represents.

8.10.6.6. Setup Item Screens

When making a sale, items are displayed on *keys* on a number of *screens*. Items should be arranged on these screens in a logical, easy to find order.

Keys can be used to sell an item directly, or to display another *screen* containing more *keys*.

Different terminals can have different main screens, yet can also have a key linking to other screens. For example, the cafe would have a different main screen to the front desk of the bowl, yet both could have a key to access the other's screen if required. See Admin ▸ Sales Areas ▸ Main Item Screen to select a main screen for each terminal.

Items can also be placed on to special screens for use in other areas, such as when a bowler orders food and drink items at the lane console.

To setup Item Screens, click on **Items** in the **Admin** screen. Select the type of screen you wish to work with at the top. Valid options are –

- Point of Sale Screens (for use by the POS system)
- Lane Console Screens (for display at the lane consoles)
- Cloud App Screens (for use by cloud apps such as on-line booking)

The setup of **POS Screens** is described in detail below.

The setup of **Lane Console screens** is the same as for **POS screens**, other than the following:

- The screen can be displayed in either **line** or **key** format. **Line** format will display each item and price on a single line of text. **Key** format includes the item's image and description on a larger **key**.
- The screen's size is limited to 40 **lines** or 20 rows by 2 columns of **keys**. The bowlers can scroll down through the screen by swiping.
- The key colours are fixed and cannot be changed.
- Blank keys and lines will be removed and the resulting gap closed up. For example if an item is not available.
- Each Lane Screen can have an image associated with it which is displayed on any **keys** that link to this screen. This could be an actual photo, but is more often a simple icon. For example, a drink icon could be used for the

screen that contains all the drinks. See Items ▸ Images for more information on selecting an image or icon.

- The consoles provide a "back" key, so it is not necessary or advisable to provide a screen key to jump back up the screen hierarchy.
- Only **NORMAL** and **COMBO** type items can be placed on a Lane Console screen. All normal items should have an area set in "order from" otherwise they won't appear on the order.

The setup of **Cloud App screens** is the same as for **POS screens**, other than the following:

- A hierarchy of screens and sub screens may not be supported by the Cloud App. i.e. Only one screen may be supported.
- The Cloud App will most likely not place the "keys" in the layout shown, or use the colours as set. Instead each screen will be displayed as a simple list of items from which the customer can choose.
- Only **NORMAL** and **COMBO** type items can be placed on a Cloud App screen.
- The app should provide a "back" key, so it is not necessary or advisable to provide a screen key to jump back up the screen hierarchy.
- Each screen can have an icon or image associated with it. See Items ▸ Images for more information on selecting an image or icon.

Setting up POS Screens –

The left hand side of the screen displays the list of items, while the right hand side displays the screens. (Note: on small displays, the list of items is at the bottom and the screens are at the top)

- **To create a new screen**, click **New**, then enter a name for the new screen.

- **To delete a screen**, click on the screen name in the list then click **Delete Screen.**

- **To edit a screen,** click on the screen in the list then click **Edit Screen**, or just double click the screen in the list.

- **To place an item on a key**, drag the item from the left hand side of the screen to the key. Use the **CTRL** or **SHIFT** key with the mouse to move multiple items at once.

- **To create a key that displays another screen,** drag the name of the new screen from the list of screens onto a key.

- **To remove an item or screen key**, click the key so it appears in the **Current Key** screen then click **Delete Key**.

- **To change the colour of a key,** click the key so it appears in the **Current Key** then click either Key Colour, Font Colour ,or Bevel Colour.

- **To move a key on a screen,** drag the key to its new position.

- **To copy a key from one screen to another,** drag the key to the new screen in the screen list.

Note that items can appear on keys on more than one screen. Certain types of items, such as PAYMENT, TAX or SPECIAL cannot be placed on keys.

If a **Group Header** item is placed on a key, this key will display a screen containing all items that belong to this group. This method is a quick and easy way to place lots of items on keys compared with manually placing each item. The disadvantage is that there is no control over the colour or ordering of the keys.

Although an item has been placed on a screen, it still may not appear in the Sales screen if it has not been enabled for the current pricing level or period. See Admin ▸ Items ▸ Available.

The **Sales** screen has **Main Screen** and **Back** buttons, so there is no need to provide these keys in the screens.

8.10.7. Setup Pricing Levels

Pricing Levels are used to change the pricing of items and are typically used for functions like staff discounts, voucher redemptions etc. The user must select the appropriate pricing level when a sale is made.

To adjust pricing automatically based on the time or the day, use Admin ▸ Pricing Periods.

Name of Pricing Level. This is the name of the level, for example Staff Discount

Price Adjust This is the default price adjustment that will be applied to the base price of an item. Some examples are below:

-5%	(the price is reduced by 5%)
-1.00	(the price is reduced by $1.00)
=2.00	(the price is changed to $2.00)
Left blank	(the price is not changed)

An item can override this default, and can be exempt from this adjustment. See Admin ▸ Items ▸ Pricing for more information on price adjustments.

Required User Level. Only users of this level or higher may use this pricing level.

Whenever a new pricing level is entered (the name is changed from blank), a screen will appear giving options on how this new level should be applied to existing items. The options are –

- Enable “Applies” for all items.
- Disable “Applies” for all items.
- Do Nothing. This option may be useful if this level has been used previously, and items are to keep these previous settings.

Item by item settings can be made in the Items screen.

8.10.8. Setup Pricing Periods

Pricing Periods are used to automatically change the pricing of items based on the time of the day and the day of the week.

To adjust pricing manually, for example to apply a staff discount, use Admin ▸ Pricing Levels .

Name. This is the name of the period. For example, Weekday Evening

Default Price Adjust. This is the default price adjustment that will be applied to the base price of an item. Some examples are below:

-5%	(the price is reduced by 5%)
-1.00	(the price is reduced by $1.00)
=2.00	(the price is changed to $2.00)
Left blank	(the price is not changed)

An item can override this default, and can be exempt from this adjustment. See Admin ▸ Items ▸ Pricing for more information on price adjustments.

User Level. Pricing periods are applied automatically at the specified times and are available to all users. However users of this level or higher may override the current pricing period and use this period instead.

Limit Dates. This pricing period can be limited to a range of dates. This can be use to introduce new or special pricing on defined days.

Custom Cancel Period. This option will override the default cancellation period for an online booking or takeout order when this pricing period is used for any item in that sale. See Setup Sales Areas►Cloud Book►Cancel Hours and Setup Sales Areas►Cloud Take Out►Cancel Hours for the default period.

A pricing period may be used to change the cancellation period for all items during a specific time period for example week-ends or holiday periods.

It can also be used to alter the cancellation period only when a specific item is purchased by setting only that item to use the pricing period with the custom setting.

Enter a cancellation period of 0 to prohibit online cancellation.

When the custom cancellation periods for items in a sale conflict, the longest time will be used.

Day. Select the days of the weeks that this period will apply. If it is to apply on special days regardless of which day of the week the special day falls on, tick the **Special** box. See **Special Days** below.

Start and End Time. This is the time that the period will apply.

Only one pricing period can apply to any one item at any one time. If more than one period is valid at any time, only the first in the list will be used. However different periods may apply to different items at the same time.

For example, a **Pricing Period** for the Week-End may apply on Saturday & Sunday and adjust bowling prices. There may also be a Happy Hour **Pricing Period** from 5-6PM that affects bar prices. Between 5-6PM on the Week End both periods are active. The Week-End period can be applied to bowling items, and the Happy Hour to bar prices, but no item can use both.

If the End time is before the Start time, then the pricing period will extend into the following day. For example, if Happy Hour is set to apply from 6PM to 3AM on a Friday, then it will apply from 6PM Friday night through to 3AM on Saturday morning.

Special Days. Any day of the year can be marked as a special day. Pricing can then be adjusted specifically for these days. They can be used for one off special events, or for public holidays etc. To mark a day as special, select the appropriate month, and then click on the date. Days can be marked up to one year in advance, and will repeat the following year unless cleared.

Set Search Order. When the system is searching for the current Pricing Period to apply to an item, it will search all pricing periods until it finds one that matches the current date, time and day of the week. The first one found will be used.

This button allows the search order to be specified, by re-ordering the pricing periods.

For example, to black out a day (remove one or more items from sale for that day only) you can create a new pricing period for that day, and make the items

unavailable for that period. However, this will only work if this new period is found first in the search, before any others which may apply normally.

Therefore, after creating this new pricing period, it should be moved up the order in front of any others that apply.

Whenever a new pricing period is entered (the name is changed from blank), a screen will appear giving options on how this new period should be applied to existing items. The options are –

- Enable “Applies” for all items.
- Disable “Applies” for all items.
- Do Nothing. This option may be useful if this period has been used previously, and items are to keep these previous settings.

Item by item settings can be made in the Items screen.

8.10.9. Ingredients

An item that is for sale can be defined as being made up of ingredients. This screen is used to create, edit and delete ingredients.

The use of ingredients allows –

- The cost price of the item to be calculated from the ingredient cost price, and therefore the profit margin on that item. If stock tracking is enabled, this cost price will include allowances for loss of ingredients due to spoilage or any other stock adjustments.
- The stock level of the ingredient to be tracked. This will identify any shortages due to theft or overuse of an ingredient in an item. Overuse leads to reduced profit margins.
- Purchase Orders to be generated to purchase ingredients. This can occur automatically based on the current stock level, or it can be manually generated.

An ingredient itself has no sale price and therefore cannot be sold directly, and will not appear in any income reports.

An ingredient can be used by multiple items in different quantities.

- To create a new ingredient, click **New**.

- To edit an existing ingredient, select the ingredient from the list and click **Edit**. Ingredients a listed under their group name for convenience. Click the + sign adjacent to a group name to expand that group. Note that multiple ingredients can be selected to modify a common trait.

- To delete an ingredient, click **Delete**. However ingredients that are deleted will no longer appear in any reports, even for past periods.

- To define an item as being made up of ingredients, see Setup Items ▸ Ingredients Tab.

- To purchase ingredients see Purchasing.

- To adjust the stock level of an ingredient other than via a purchase, see the Adjust On Hand Stock button on the Ingredients Screen.

- To show only ingredients form a particular supplier, select that supplier at the top of the screen.

8.10.9.1. Ingredients Screen

This screen will appear when editing or creating ingredients.

Ingredient Name. This is the name of as used when defining items.

Units when used. This is the unit of measure used when defining how much ingredient is used in an item. It can be different from the unit of measure used to purchase the item. For example, the units when used may be “ounce”, or “slice”, whereas the ingredient may be purchased in “pounds”, or by the “box”.

Average Cost Price. This is the average cost price for which the ingredient was purchased. This price is used to determine the cost price of items which include this ingredient. The cost price of the item can be displayed on the **Sales** screen by clicking the **Show Balance** button. This price is for the user’s information and reports only. It does not affect sale transactions in any way.

For ingredients with stock control, the cost price is a true average that is calculated automatically based on the cost of new purchases and the cost of existing stock.

For ingredients without stock control, it is the cost of the last purchase, or it can be entered manually here.

Belongs to Group. Ingredients can be grouped together under a group header. This is purely for convenience when searching for ingredients in the list.

The **Default Supplier Line** panel contains the information necessary to order this ingredient from a supplier. See Default Supplier Lines for detail.

Track Stock. Enable this option to allow Touch Desk to track the amount of on-hand stock of this ingredient.

For ingredients with stock control enabled –

On Hand. This is the number of currently on hand. It will decrease automatically as items are sold. When new stock is purchased, the on hand amount must be adjusted manually. There are two ways to adjust stock –

- Use the **Adjust On-Hand Stock Level** button to add, subtract or just enter a new on-hand amount. This screen allows these amounts to be input in either individual units or the buying units, and the other fields will be calculated.

- Use the Purchasing system to enter a previously generated purchase order into stock.

Whichever method is used, a cost price for the ingredient should be entered so that the correct average cost price for the ingredient can be calculated. When adding new stock, use the actual cost of the ingredient as purchased. When adjusting stock for other reasons, such as spoilage or shrinkage, then enter a price of 0. If the stock level is reduced with a price of 0, then the average cost will increase to allow for the loss. This in turn allows the profit margin to be calculated more accurately than if spoilage or shrinkage was ignored.

Re-stock Level. Three different stock levels can be specified, along with the quantity of ingredient to order if the stock falls below this level. This allows for the automatic generation of purchase orders. Stock levels should be arranged highest to lowest as shown in the example below:

Re-stock Level	Order Qty
80	20
50	50
20	100

In this example, purchasing orders could be generated say monthly. If the stock at the time of ordering is 20 or less, 100 units will be ordered. If it is between 21 and 50, 50 units would be ordered. If it is between 51 and 80, 20 units would be ordered. If more than 80 units are in stock, no items are ordered. This allows order quantities to be chosen in line with the supplier's price breaks. See Purchasing for more details.

The **New** column shows the new stock level after purchasing. i.e, the restock level plus the order quantity.

If the on-hand count falls to or below any of these stock levels, the item will appear in the Restock List report.

8.10.10. Supplier Lines

Supplier Lines are things that can be purchased from suppliers. They may represent items or ingredients within Touch Desk, and may be in larger pack sizes or units than the items or ingredients themselves.

For example, an ingredient might be a slice of tomato. The corresponding supplier line might be for a pound of tomatoes.

Multiple suppliers can be defined for each item or ingredient, and each supplier may have different pricing or pack sizes.

There can also be multiple supplier lines for the same supplier and ingredient or item. These could represent different pack sizes, or alternative purchases when the original line is unavailable.

Supplier lines are used to create Purchase Orders.

To create a supplier line for an item or ingredient –

- Enter the supplier's name and contact details in the customer database. Ensure that the Supplier box is ticked on the **Details** tab to denote this contact as a supplier. This contact will now be available when choosing a supplier.

- For **Items**, go to the Purchasing Tab on the items screen. Make sure **Item is Purchased** is set to YES, then fill out the Default Supplier Line section. Click OK to save.

- For **Ingredients**, just fill out the Default Supplier Line section on the main Ingredients screen. Click OK to save.

  The **View Supplier Lines** button on the items/ingredients screen can be used to setup and manage multiple supplier lines for the same item/ingredient. See Default Supplier Line for details.

To add a **supplier line** to an order –

- From the Default Supplier Line panel on the Items or Ingredients screen, click **View Supplier Lines**, select the line to be ordered, then click **Order Now**.

  or

- From Admin ▸ Supplier Lines, select the line to be added and click Order Now.

If there is already an existing Purchase Order for this supplier that has not yet been sent (order status is **New**), then this line will be added to it. Otherwise, a new Purchase Order will be created.

To manage supplier lines, including deleting, editing details such as pricing, and assigning a default, use the Supplier Lines List screen. This screen is available from the **View Supplier Lines** button on the items/ingredient screen, or from the main Admin screen.

8.10.10.1. Default Supplier Line

The **Default Supplier Line** panel is used to manage supplier lines associated with an item or ingredient.

For Ingredients, it is on the main Ingredients screen.

For Items, it is on the Purchasing tab. **Item is Purchased** must be set to YES.

For an explanation of the fields contained on this panel, see Supplier Line Details.

The supplier line information entered here will automatically be saved as a supplier line when the item/ingredient is saved with the **OK** button. In addition, it will become the **default supplier line** for this item/ingredient. The **default supplier line** is used when automatically generating Purchase Orders.

You can setup multiple supplier lines for a single item/ingredient by using the **View Supplier Lines** button. This will bring up a list of lines for this item/ingredient, and allows for adding new lines, deleting current lines, and assigning a default line. See Supplier Lines List.

Also, if a new **Supplier** is selected in the **Default Supplier Line** panel, Touch Desk will search for an existing supplier line for this new supplier and this item/ingredient.

- If one line is found for the new supplier, then these line details will be loaded. Click **OK** to save these new details as the new **default supplier line**.

- If more than one matching supplier lines are found, then one will be chosen and loaded. A warning will appear that this has occurred. Use the **View Supplier Lines** button to select an alternate line if the wrong one was chosen.

- If no supplier lines for this new supplier are found, then a warning will appear and the existing details from the previous supplier will remain unchanged.

8.10.10.2. Supplier Lines List

The **Supplier Lines List** screen displays and manages supplier lines. It can also be used to add lines to a purchase order. It can be called from –

- The **View Supplier List** button within the Default Supplier Line panel of the Items or Ingredients screen. Only lines associated with that item/ingredient are displayed. New lines can be created here.

- From the main **Admin** Screen. All supplier lines are displayed, although there is an option to filter by supplier. New lines cannot be created here.

  Displaying lines for multiple items/ingredients together is a useful way to review and update pricing from suppliers and to compare suppliers.

- From the Purchase Order screen. Only supplier lines for the current supplier are displayed. New lines cannot be created here.

The **Supplier Lines List** screen behaves slightly differently depending upon where it is called from, but provides the same basic functionality as described below.

The list displays the Supplier Line details. The list can be sorted by clicking on the relevant headings.

The current default supplier line for an item or ingredient is shown with an asterisk.

- To create a new supplier line, click **New**. New lines can only be created from the item/ingredient screen,
- To modify line details, such as pricing, click **Edit.**
- To select a new default line for an item or ingredient, then either –
    - Use the **View Supplier Lines** button on the item/ingredients screen to display this list, select a new default line, click **Save as Default**, then **OK** to save the item/ingredient.

      or

    - Use the **Supplier Lines** button on the **Admin** screen to display this list, **Edit** the line that is to become the default and then tick **Make this line the default.**
- To delete a line or lines that are no longer used, select the line/s then click **Delete**. Use the **Shift** key to select multiple lines
- To add a line to an order, select the line and click **Order Now**.

To print supplier lines, see the General Reports ▸ Supplier Lines

8.10.10.3. Supplier Line Details

The **Supplier Line** panel contains the information necessary to order this item/ingredient from a supplier. See Supplier Lines for more information.

Supplier. Select the supplier for this item/ingredient. The Supplier's contact details are entered in the customer database, and must have Supplier ticked on the details tab.

Line Description is the description of this item/ingredient that will appear on purchase orders when this item/ingredient is purchased. It is used in place of the item/ingredient name. It may include a supplier order code or part number.

For Ingredients –

Units when Purchased. This is the unit of measure used when purchasing the ingredient. A conversion factor is also specified that converts the purchased unit into that used when defining items.

For example, sliced cheese may be added to items by the slice, but purchased by the box of 100 slices.

Units when used = "slice"
Units when purchased ="box" or "100 slice Box"
Conversion = 100

Other ingredients may be purchased by the pound, but added to each item by the ounce.

Units when used = "ounce"
Units when purchased = "pound"
Conversion = 16

For Items –

Items are purchased in "packs". **Pack Size** specifies the number of items in a pack. The **Line Description** should include the packaging.

For example, the description could be Box 100 of XYZ, and pack size then set to 100.

Multiple supplier lines can be used for items/ingredients that come in multiple pack sizes.

Quantity and Price. Enter the supplier's pricing here. The price can vary based on the quantity purchased. For example –

Quantity	**Price**
1	10.00
10	9.50
25	9.00

In this example, if 1 to 9 units are purchased, the price is $10.00 each. If 10 – 24 units are purchased the price is $9.50 each. If 25 or more units are purchased the price is $9.00 each.

Note that these quantities are always in terms of the suppliers buying units, not the original item or ingredient. In the examples above this would be pounds or boxes, not slices or items.

8.10.11. Purchasing

The purchasing system allows purchase orders to be created for items or ingredients that are purchased for resale.

Purchase orders can be generated automatically based on current stock levels, or manually as required.

As well as offering an easy way to generate purchase orders, the purchasing system also allows items and ingredients that are purchased to be entered into stock in one easy step.

Before using the purchasing system, it is necessary to set up Supplier Lines for everything that you wish to purchase. See Supplier Lines for details.

The Purchasing screen lists all purchase orders. By default the newest are shown at the top of the screen. This order can be changed by clicking on the column headers. You can also sort by status, or supplier name.

A Purchase Order can have one of the following statuses –

New – the order has been created but not yet sent
Sent – the order has been sent to the supplier
Received – all lines on the order have been delivered. If only some have been delivered, the order status remains as **SENT**
Cancelled – the order has been cancelled.

The **Show** buttons on the right hand side will filter the list to display only those with the selected status.

The **Filter By Supplier** control can be used to show only those orders from a chosen supplier.

To create an order –

To create a new order manually, click **New Order**. Select a supplier, then add supplier lines using the **New Line** button. See the Purchase Order Screen for details.

You can also add an item or ingredient directly from the **Order Now** button on the **Items** or **Ingredients** screens, or from the **Order Now** button on the Supplier Lines screen. These **Order Now** buttons will add the selected item or ingredient to a **NEW** order for this supplier. If a **NEW** order does not exist, one will be created.

Use the **Automatic Re-order** button to generate Purchase Orders automatically based on the current stock level and the re-ordering quantities set up in the **Items** and **Ingredients** screen. Set the **Filter By Supplier** control first to generate all orders, or only those for a specific supplier.

Copy Order will create a copy of a selected order. The status of the newly created order will be set to **NEW**. This feature is useful when recurring orders are identical or have few changes. The new order can be edited if requirements have changed since the previous order.

To edit an order –

The **Edit** button is used to make any changes to an existing order, including adding or deleting lines, changing an order's status, sending a single order, or entering lines into stock after arrival. See the Purchase Order Screen

To delete an order –

The **Delete** button deletes an order completely. Once an order has been received in to stock, then it is no longer required by the system. However they may be left as a historical record if desired. A warning will appear if an attempting to delete an order that is not complete (status is not **Received** or **Cancelled**)

To send an order to a supplier –

The **Send New Orders** button will send all orders whose status is **NEW**. Use the **Filter By Supplier** control to select a specific supplier, or all suppliers. Once sent, the status of the order will change to **SENT.**

See **Send Orders** for details on different ways an order may be sent.

To receive an order –

When an order is received, the current on-hand stock levels must be adjusted by entering the items or ingredients into stock. Use the **Edit** button to edit the order and enter the amounts received.

8.10.11.1. Purchase Order Screen

The Purchase Order screen displays a single purchase order. It can be displayed from the Purchasing screen by selecting **New** or **Edit**, or double clicking on an order.

The status of the order is shown at the bottom of the screen. The status can be either **New**, **Sent**, **Complete** or **Cancelled**. You can manually change the status by clicking on this box, but this is not normally required. The status will change automatically as below –

- From **New** to **Sent** when the order is Sent.
- From **Sent** to **Complete** when all lines have been received.

Supplier. This shows the supplier for this order. Since different suppliers have different lines, the supplier can only be changed before any lines have been entered. Suppliers are any contacts in the customer database that have the Supplier option ticked.

The line items that make up the order are displayed below the blue headers. If the status of the order is **New**, and a supplier has been selected, then you can make changes to the lines as follow –

- Add a line by clicking **New Line** and selecting a supplier line from the list available for this supplier. You can also add lines with the **Order Now** button on the Supplier Lines, Item, or Ingredients screens. See Supplier Lines

- Edit a line by clicking **Edit Line** or just double clicking on a line. Editing is required to enter the quantity, as well as making any other changes. See Purchase Order Line for details on the editing a line.

- Delete a line

- Change the order of the lines by dragging a line to its new position.

If the status is **New**, you can also add notes to the bottom of the order. If these notes are saved as the default for this supplier, they will be automatically added to any new orders that are created for this supplier. These notes could include delivery instructions, payment instructions, terms and conditions, etc.

The **Send Order** button can be used to send an order at any time, even if it has already been sent. Orders are normally sent using the **Send All New Orders** button on the purchasing screen, but this **Send Order** button is useful to resend an order that is lost, or to simply send a single order. See Send Orders.

Once an order has been sent, the **Received** columns will be enabled. These columns allow the lines that have been received from the supplier to be recorded. The items or ingredients associated with the received lines will be added in to stock.

Prev is the quantity already received.
Now is the quantity that has been received now.
Each is the actual price paid.
Total = **Prev**+**Now** and is the total quantity received.

Use the tick boxes to receive an entire line, or the **ALL** tick box to receive the entire order.

When the total quantity received is equal to the quantity ordered, the line will change to green (Complete). When all lines have been received, the order status will change to **Complete**.

If the quantity received exceeds the quantity ordered, a warning message will appear but the quantity received can still be entered into stock.

8.10.11.2. Purchase Order Line

The Purchase Order Line screen is used to edit a line of a Purchase Order. Lines can only be edited if the order status is **New.**

The primary purpose of this screen is to enter the quantity to be ordered. While it can be used to change other details of the line, these are usually fixed from

order to order and are therefore better stored as Supplier Lines. Once stored, these lines can be reused without the need to re-enter for each order.

In order to assist with determining the quantity to be purchased, the following information is displayed -

Stock. This section shows the stock levels for the item or ingredient, both in terms of the item or ingredient units themselves, and the buying unit or pack size.

- **On Hand** is the quantity currently on hand
- **On Order** is the quantity in any other orders that have not yet been received.
- **This Order** is the amount in this order.
- **Total** is the quantity that will be on hand when all orders have been received.

Past Usage shows how many items or ingredients have been sold over the past week and month. The equivalent quantities using the current pack size or buying unit are also shown.

Pricing shows the pricing currently entered for this Supplier Line. The line price (Each) will automatically change to match the quantity entered in accordance with this pricing, but can also be manually overridden.

8.10.11.3. Send Orders

An order can be sent to the supplier in any of the following ways.

- **Print**. The order/s will be previewed on screen and can then be printed to any printer.

- **Export to CSV**. The order is exported to a comma separated text file which can then be sent to the supplier. The file is named with the supplier's name and the Purchase Order number.

- **Export to PDF**. The order is exported to a PDF file which can then be sent to the supplier. The file is named with the supplier's name and the Purchase Order number.

When either of the exporting options is used, the file can be automatically emailed to the supplier in either of two ways.

Email via external MAPI App – an email client program external to Touch Desk is used to send the email. This client must be correctly installed and configured and support the MAPI protocol. Typical examples are Outlook and Thunderbird. This is a legacy option.

Email via Message Center. This is the preferred option as the content of the email can be customised via a suitable template. See Message Center.

Note that when sending multiple orders, the **Export to CSV** and **PDF** buttons will create a separate file for each order. If you use the PDF or CSV export buttons on the print preview screen, you will get one file containing all the orders. This single file may be useful for sending multiple orders to the same supplier, but is not very useful if the orders are for different suppliers.

All files are exported to a subfolder called "Touch Desk Purchase Orders" in the current user's Documents folder.

To add a customised letter head image to the printed or PDF orders, create a BMP file called "Letterhead.bmp" and save it into the Touch Desk Purchase Orders folder. The image should be up to 716 pixels wide and up to 284 in height.

8.10.12. Point of Sale Reports

Point of Sale reports are designed to provide information on sales from one or all terminals over a single shift or a single day.

Point of Sale reports are formatted for a narrow receipt type printer.

For more comprehensive reports over longer periods, use General Reports, or generate a report from the accounting package.

To search for a specific transaction or sale, use Admin ▸ Transactions.

There are 4 types of reports:

- **Summary** reports show totals for the whole period only, without any item by item information.

- **Detailed** reports show the subtotals for each item, along with totals for the whole period.

- **Transaction List** shows each transaction or sale that has taken place.

- **Summary by User**. This report is for use when each server holds their own cash. In addition to the usual summary totals, the report has a **Cash Reconciliation** section. See Banking by User for details.

  Note that this report is only available for a single shift and for **All Users**.

The **Export** button does not generate a printed report, but exports the data to a file that can be imported into an accounting package. See Setup Items for Export for more information.

A Point of Sale report can be generated automatically when a shift is finalized. See Admin ▸ System ▸ Sales.

When a single shift is selected, the reports can be filtered by user. This is particularly useful when each user or server holds their own cash, as additional **Cash Reconciliation** information is shown. See Banking by User for details.

The totals shown for **Detailed** and **Summary** reports are defined below:

Income is the total amount rung up and includes sales and taxes, deposits to trust funds less any payouts, amounts received for past sales less any sales not yet paid for. Payments for past sales, or sales not yet paid for are accrued in the Customer Accounts item.

Payments is the total of all payments rung up, and should equal income.

Banking is the actual amount of each payment type that has been entered after counting at the end of the shift. If a payment item does not require counting, the amount banked is assumed to be equal to the amount paid.

Variance is **Payment (or Income) - Banking** and represents missing payments. For example, the amount of cash counted may not equal the amount expected. If some payment types are not counted every shift, but only once a

day, then individual shift reports may give unexpected variances. However a report for the whole day will be correct.

Total Bowling Sold is the total of all pay-by-game and pay-by-time bowling sold.

Total Bowled is the total amount of bowling checked out during this shift by this terminal. Bowling may have been counted as either games or time depending upon the lane setup at check out.

Ideally, the **Total Bowled** can be compared directly with the **Total Bowling Sold**. However these amounts may vary considerably as customers may purchase bowling on one terminal in one shift, yet be checked out on another terminal in the next shift. Totals over all shifts and all terminals will give an accurate count of the total bowled. This section also includes the number of bowlers as calculated from names on score sheets. It is a useful figure to compare with the number of shoe rentals sold.

Time as Games is the number of games bowled during time bowling. This is then added to games bowled during pay-by-game bowling to give a total number of games bowled.

Refunds & Free shows any items rung up where there is no payment (free), or with a negative payment (money is outgoing, not incoming) If the item has a dollar amount it will be shown, else the quantity is shown in brackets instead (free items)

The following outgoing payments are not included in this list –

- Refunds from a bill when part of the bill is split to another customer
- Payouts from Trust Funds
- Payments from the Customer Accounts item
- Tax
- Adjustments

8.10.13. Transactions

The **Transactions** button is used to search for and display a list of transactions. These transactions can then be displayed individually or summarised.

The **View Transaction** button allows each transaction to be viewed individually, or printed on the receipt printer.

The **View Summary** button displays a summary of the transactions found by the search. This can be useful for displaying totals for a given period. For example - total games sold between two dates.

The **Search** button allows searching for transaction based on specific criteria as detailed below.

Time – the time the transaction took place

Date – the date the transaction took place.

Type – the following transaction types are available:

- **Sales**. The sale of any item.
- **Bowling Sales**. Any sales that include bowling games or bowling time.
- **Trust Funds**. Any deposits or withdrawals to trust funds.
- **Discounts**. Any sale that includes a discount that is mapped to a discount item. Sales that are discounted by changing the price are not included.
- **With Tax**. Any sale where tax was included.
- **Tax Exempt**. Any sale where tax would normally be payable, but was exempted.
- **Payment**. Any sale where a payment was made.
- **Payouts**. Any sale with a **Payout** item
- **Banking**. Any banking transaction. See Banking.
- **Check Out.** Check Out transactions are generated automatically when a lane checks out.
- **Meters.** Any transaction recording machine meters.
- **Not fully paid**. Any sale where the amount paid did not equal the amount of the sale. It includes sales that were not fully paid at the time, and any subsequent payments of such sales.
- **Card Terminal.** Any sale through an attached credit card terminal.
- **PreAuth & Capture.** Pre-authorizations and captures through an attached credit card terminal.
- **Open PreAuth.** Preauths that have not been captured
- **Surcharge.** Any sale with a surcharge added.

- **Cloud Pay.** Any sale using cloud pay, whether a pending payment or an actual payment, or a cancelled payment.
- **Cloud Pay Authorized**. Cloud Pay payments that have been authorized. i.e. an actual payment.

Note that a transaction may belong to more than one type, and all lines in a transaction will be displayed even if only one line is of the required type.

Centre – For Master Touch Desks only, the centre at which the transaction was recorded.

Terminal – select transactions only from one terminal, or from any.

User – the user that performed the transaction.

Customer – Only transactions for the specified customers will be displayed. The options are:

- **On Customers Screen** – all customers currently displayed in the list of customers in the **Customers** screen will be included
- **Selected On Customers Screen** – only those customers selected or highlighted on the **Customers** screen will be included.

Note that it is possible to directly access transactions for a range of Customers from the Customers screen. See Admin ▸ Customers ▸ Customer Details ▸ Sales History.

Card Number and Bank or Payment Ref – search for a specific transaction from a linked card payment terminal. Note that the terminal must be linked for these fields to be available. More comprehensive searches and reports will be available from you payment processor. The **Payment Ref** field can also be used to search for cloud payments based on the payment reference.

Transaction Number – search for a specific transaction based on its number.

Transaction Amount – search for transaction for a given amount or range of amounts.

Items – Only transactions which include the selected items will be displayed. To select more than one item, use the **SHIFT** or **CTRL** keys.

If a group header item is selected, then all items that belong to that group header are also automatically included in the search.

Clear All will clear all current search parameters.

8.10.14. General Reports

Touch Desk can produce several different types of report, and each type can be customised. See Basic Report Types and Report Settings below.

Once a report has been customised, the settings can be saved under a new name for later reuse.

A number of reports can also be combined into a single batch report. For example, there may be a number of reports that are required at the end of each month. These can be combined into a Monthly Report, which then requires only one mouse click to generate.

To add a new report, click **New** then setup the report as required. Enter a name for the new report and click **Save Report**.

To edit the settings for an existing report, click on the report to edit then click **Edit**.

To delete an existing report, click on the report then click **Delete**.

To view a report, set the date for the report, then click **Preview** or just double click on the report. The Preview window allows the report to be printed or to be exported to a file in a number of different formats including PDF and HTML.

To export to a file directly in either CSV or PDF format, click the appropriate **Export** button. You will be prompted for an export file and location. The default location is the **Touch Desk Reports** subfolder of the current Windows user's **Documents** folder.

For reports that include individual customer reports, such as **Customer Statements**, you can select to email the exported file directly to the customer. These files will always be exported to the **Touch Desk Reports** subfolder and have default names.

For reports that include a customer list, you can create a blank email to that list of customers with the **Blank Email** button, then enter the body of the email as required. Note that an email client such as the Windows Mail app, or Thunderbird must be installed. See Emails.

Email Report will email the report according to the settings on the Email Tab of the report. This may involve just single email to one recipient, or multiple emails to many customers, depending upon the report type.

For batch reports, or when multiple reports are selected, the email settings from the first report in the list will be used to email the single combined report.

Note that reports that include multiple emails to many customers should not be included in batches with other emailed reports.

Some report types provide data as of a specific date. This date is called the **Report Date**.

Other report types provide data over a range of dates, such as a week or a month. These reports will use a start and end date based on the **Report Date**, and the **Period** setting within the report. For example, if the period is set to *Previous Month*, and the report date is February 10, the report will run from January 1 to January 31.

If the **Period** setting in the report is *Custom*, then the report will use the **Custom Date Range** as entered.

If **Use these dates regardless of Report Settings** is ticked, then the report will use the start and end dates entered on the Reports List screen, regardless of the **Period** setting in the report.

8.10.14.1. Basic Report Types

Below is a list of the basic report types. For information on the various settings available for each report, see Report Settings.

A.K.Microsystems welcomes any suggestions for additional report types. Please email any suggestions to akmicro@ozemail.com.au.

8.10.14.1.1. Bookings

A booking report is a 1 page per booking report showing the booking details. It can be printed from the Booking Sheet or Booking Information screens directly using the Print button, or from General Reports.

8.10.14.1.2. Bookings List

This report displays a list of upcoming bookings, filtered by type and time.

It can be used in planning for group bookings or parties. For example, if a Booking Type is *Birthday Party,* then snack bar staff can use this report to show all parties booked for say the next week. The Notes field of the booking can be used to describe menu options etc, as this field is also shown on the report.

8.10.14.1.3. Bowler History Chart

The Bowler History Chart provides a plot of the bowler's statistics over a period. See Customers ▸ Statistics Tab for information on these statistics.

Two types of sub-report are available and can be selected in Report Settings ▸ Main Tab –

- **Individual Report** shows the statistics for each selected customer on a separate graph.

- **Summary Report** shows the average for a group of bowlers on a single graph. Note that if a specific customer is selected, then the graph shows data from all *scoresheets* owned by that customer, not games. This report is intended for group customers such as Leagues, or group bookings.

8.10.14.1.4. Bowler Statistics

This report displays the statistics for a group of bowlers. See Customers ▸ Statistics Tab for information on collecting statistics.

Two versions of the report are available –

- **Current** uses the current statistical data as displayed on the customer screen

- **Calculate** will search the database for score sheets for the period given and recalculate the statistics for that period. This option can take a few minutes depending upon the size of the database.

To limit the bowlers in the report based on their statistic (for example, show only bowlers whose average is over 200), select this option in the Report Settings ▸ Statistics Tab rather than in the Report Settings ▸ Filters ▸ Customer Search.

To include email and address information with each bowler, select Landscape orientation.

When used at a Master Touch Desk, the **Current** option is only valid if Customer Syncing is enabled. The **Calculate** option requires that all score sheets have been downloaded to the Master, and can be filtered by the centre at which the scores have been bowled.

8.10.14.1.5. Centre Statistics Chart

The Centre Statistics Chart provides a plot of pinfall statistics for the entire centre. See Customers ▸ Statistics Tab for information on these statistics.

Various options and filters allow plotting against lane, day of the week, time of day as well as date. This can give valuable information about lane conditions and how they vary.

See also Report Settings ▸ Centre Statistics.

8.10.14.1.6. Cloud Payments Reconcile

This report is used to list or summarise the payments made to a Cloud Payment provider. Select the appropriate payment item for the provider in the Items filter.

The transaction report will show the payment reference numbers along with the authorization codes for reconciling with the payment provider's reports.

8.10.14.1.7. Contact Tracer

The Contact Tracer report was developed in response to COVID-19 and is intended to assist with contract tracing in the event a customer or staff member

has contracted the virus. The report attempts to provide a list of customers and staff who were present in the center at the same time as the infected person.

The report can also be used for any other purpose when a list of persons in the center may be of use.

The report uses data such as sale transactions, scoresheets, and bookings to compile the list. As none of these provide complete details of when each customer or staff member entered or left the center, certain assumptions are used to provide a best estimation.

As with all reports, it is only as good as the data it is based on. To provide the most comprehensive contract tracing data, centers should follow these guidelines –

- When making a sale or taking a booking, or even when putting a bowler on to a lane, be sure to ask for the customers' phone number and use the **New Customer** button to search for them in the database or create a new record for them if they are not yet in the database.

- All bowlers should be entered at Touch Desk in this way to ensure their details are captured, rather than just capturing the main customer for each session. Likewise, each customer on a table should be entered.

- For even more precise recording of each customer's visit, set up a free "Entry" and "Exit" sale item, and ring this up for each customer as they enter and leave the building. Use the exact names **Entry** and **Exit** for these items to ensure they are recognised by the Contract Tracing Report.

- For league bowlers, use CDE's Master Bowler Database and enable the creation of Touch Desk customer records for each league bowler. This allows the contact information for each league bowler to be transferred automatically from CDEs programs to Touch Desk. Make sure each bowler has their contact details entered in the Master Bowler Database.

- Make sure Save Score Sheets is enabled for all bowling.

- All staff, even those that do not normally operate Touch Desk, should have their own user account and clock in and out as they enter and leave the building.

Touch Desk uses the following assumptions and rules when processing the data. These are subject to change at any time.

- Each day is searched separately. A "day" is considered to be from 3AM until 3AM the following day, to allow for late bowling.
- Customers are considered to be on a lane from 15 minutes per game per bowler plus an additional 15 minutes prior to their lane's scoresheet being collected until 15 minutes after collection.
- For bookings, customers are assumed to be in the center from 15 minutes prior to their booked time, until 15 minutes after.
- For sale transactions, the customer is assumed to be in the center for 15 minutes prior to the sale. If the sale is a payment of a tab, they are assumed to leave within 15 minutes. Otherwise, they are assumed to stay for 1 hour. For checkout transactions, they are assumed to have been present for the approximate time of their bowling (15 minutes per game or time charged) plus an additional 15 minutes prior to the transaction.
- For **Entry** and **Exit** transactions, they are assumed to be in center for exactly these times.
- Staff are assumed to be in-center as per their clock on and clock off times. If they have not clocked off, it is assumed they will do so 12 hours after clock on. This is to prevent spurious records for staff who have never clocked off.
- Staff are also assumed to be in-center for 15 mins prior and 15 minutes after every transaction they make.
- Where multiple trace records exist within 1 hour of each other, the records are concatenated. For example, a sale transactions at 2PM and 3PM will generate a trace of 1:45-3:15, not two traces of 1:45-2:15 and 2:45-3:15
- Where a customer has multiple records on different lanes within the hour the concatenated trace will show the minimum and maximum lane numbers only. For example, if a bowler bowls on lane 1 at 2PM and lane 10 at 3PM, the trace will show lanes 1-10.
- Customers are assumed to be in the center for 1 hour after and 15 mins prior to the "order due" time for any orders they place.

The Contact Trace report can be run in one of three modes –

- No customer or time filter set. All customers and staff in the center on the report dates will be shown.
- Set a time filter on the Filters Tab of the report. The report will still show all customers and staff for the report dates, but those traces that overlap the specified time will be shown as “Overlap”.
- Select a customer (the infected person or “source” customer) using the Customer Filter on the Filters tab of the report. Only one customer should be selected. The report will show all customers and staff for each day in the report period that the source customer was present. The source customer’s traces will be show in a separate section. Customers and staff whose presence overlaps the times the source customer was present will be shown as “Overlap”. Any staff who served the source customer (as recorded by a sale transaction) will be shown as Serving Staff.

Disclaimer - No warranty is given as to the validity of these assumptions or the accuracy or completeness of the final report. This report is intended as an aide to contract tracing only, and should not be viewed as a definitive list of those present.

8.10.14.1.8. Cost of Discounts

This report is used to show the revenue lost due to discounts and changes in pricing level and pricing period.

For each item, the quantity sold in each pricing level and pricing period is displayed.

The amount of lost revenue is calculated as the difference between the item’s *expected price* for this period or level and the *base price*, multiplied by the quantity sold.

Note that the item’s *expected price* and *base price* is from the current item setup, and may be different to that when the item was actually sold.

If the items *actual price* when sold differs from the *expected price*, the difference is shown in the **Misc** column. Some cases where this might occur include –

- The item’s pricing setup has changed since the item was sold.

- The item's price was manually changed at the time of selling.
- If a **discount item** was used, the entire amount of the discount will be shown in the **Misc** column for the **discount item**. The original item that the discount applied to will not show any discount.

8.10.14.1.9. Customer Addresses

This report lists the address details for the selected customers.

The Search function can be used to define the list of customers to be printed. See Customer Search for details.

This report is most commonly used for marketing campaigns. In addition to the printed report, the data may be exported and then used by other programs or agencies. See the Export button on the report preview screen for exporting options.

Note that if *Portrait* mode is chosen, then the **Email** and **Notes** columns will not be printed to save space.

The **Send Mail** button will create a blank email addressed to all the selected customers. Note that there must be an email client such as Outlook installed on this computer.

Also see Customers ▸ Export to export the entire customer database to another application.

8.10.14.1.10. Customer Statements

There are two types of customer statement reports –

- Individual Customer Statements are sent to each customer at the end of each billing period.

- Customer Summary reports summarise all statements, and any payments that have been made since the statements were issued.

Select the required type in Report Settings ▸ Main Tab.

For Master Touch Desks, statements can be generated on either synced customers or when a static copy of customers is downloaded.

8.10.14.1.10.1. Individual Statements

Individual customer statements are sent to account customers at the end of each billing period, usually monthly. These statements show –

- **Opening balance** at the start of the period
- **Purchases** made during the period
- **Payments** made during the period
- **Closing balance** at the end of the period.

If the closing balance is positive, then this is the **Amount Due**.

If the amount of payments made during the period is less than the opening balance, then this amount is shown as **Past Due**, indicating that purchases from the previous billing period have not been fully paid.

The **Due By** date will also be calculated based on the customer's account type and the end date of the billing period.

Statements can only be generated for customers that have an account. See Customer Details ▸ Account.

Statements will not be generated for customers that have no transactions during the period, and whose opening and closing balances are both zero.

See Report Settings ▸ Letter Head Image for adding a logo or letter head to the statement, and Report Settings ▸ Message for adding payment options, addresses etc.

8.10.14.1.10.2. Customer Summary

Customer Summary reports show a summary of all customer statements, showing the opening balance, payments, purchases and closing balance.

In addition, the **Customer Summary** can be used to show the number of days remaining until payments are due, and if any payments are overdue, as of the Report Date.

By default, the Report Date will be today, and the summary period will be the *previous month*. The **Customer Summary** will then show details of last month's statements, along with any outstanding amounts that have not been paid as of today (the Report Date).

Each field in the report is detailed below –

Open – the opening balance at the start of the report period.

Purchases – purchases made during the report period.

Payments – payments made during the report period.

Close – the closing balance

Past Due – this is the amount owing from previous billing periods that has not yet been paid. It is always shown in RED as it is considered overdue.

> Past Due = Open Balance – Payments during report period – Payments made since the end of the billing period up until the report date.

Current Due – This is the total amount due, less any already listed in Past Due.

> Current Due = Closing Balance – Payments made between end of period and the report date – Past Due

Total Due – is the total amount due (both past due and current)

Days – is the number of days until the **Current** amount is due. If **Days** is negative, then the payment is overdue and will be shown in **RED**. The total **Days** at the bottom of the report is the maximum number of days that any current payment is overdue.

Note that Customer Summaries are always shown in Landscape mode.

8.10.14.1.11. Customers by Item

This reports lists the customers who purchased the specified items in the specified period. The date of each purchase is also displayed.

For Master Touch Desks, a filter can be used to select the centre at which the item was purchased.

8.10.14.1.12. Debtor List

This will list all customers, including temporary customers without an account, who currently owe money. **Balance** is the amount owed.

For a more detailed report on Account customers, including due dates and amounts overdue, see Reports ▸ Customer Statements.

For Master Touch Desks, statements can be generated on either synced customers or when a static copy of customers is downloaded.

8.10.14.1.13. Employee Time Sheets

This reports shows hours worked for all employees. The report is based on the time employees clock in and clock out. See Logon for details.

8.10.14.1.14. Income

The **Income Report** is the main report used to track income and sales. It is a tabular report with various items listed down the page, and data for different periods (such as daily) across the page.

For a more compact report that shows data for only a single period such as a daily or a shift report, see Shift Report.

As well as showing income in dollars, it can also show income in games or quantities of items.

A summary section allows a single page summary of income, including comparisons of sales and bowling.

By adjusting the filters and the report period, it is possible to show side by side comparisons of many different types. For example, it can list all the Mondays for the month side by side, or compare Week Ends this month with the corresponding period last year. This type of analysis can be an important tool in building a successful business.

Note that if **Any Time** is ticked, the report will be generated using the end of shift records. The dates shown in the report will be the date of the SHIFT, which may differ from the actual transaction date when a shift carries over into a new day. Also, only data from finalized shifts will be included.

However if **Any Time** ***not*** is ticked and a time range is specified, then the report is generated from the actual transaction records. The date shown is then the actual date of the transaction. Reports generated from transaction records may be quite slow, due to the huge amount of data to sort. This type of report is NOT suitable for systems not using the Sales screen.

The **Income Report** has 11 basic sections plus a summary section, each of which can be enabled separately.

By selecting which items are to be displayed, each basic section may be as brief as a single line total or as detailed as required. Items are grouped and subtotalled under their group headings, as set up in Admin ▸ Items.

Each section is described below –

- **Income**. This is the total of all income received, and includes sales, deposits and withdrawals for trust funds, customer accounts etc. By arranging the items under group headers, separate totals for Sales, Trust Funds etc will be shown. There can also be sub headers for each cost centre – Pro Shop, Bar etc.

- **Banking**. This section has three subsections –

  The first section shows the expected amount of each payment type such as cash, credit card etc.

  The **Banked** section shows the actual amount of tender after counting.

  The **Variance** section shows any variation between the amounts expected and actually counted.

  For example, if cash sales are $1000, yet there is only $990 in the cash draw at the end of the shift, then Banked be $990 and the Variance will be -$10.

- **Quantity**. This section displays all income as quantities of items, rather than the dollar value.

- **Bowling**. This section has two subsections –

  Games shows the number of each type of game sold for **pay-by-game** bowling. **Sold Games** is the total of all games sold and **Bowled Games** is the actual games bowled as recorded at check out.

  Time shows the amount of each type of bowling time sold for **pay-by-time** bowling. **Sold Time** is the total of all time sold and **Bowled Time** is the actual time bowled as recorded at check out

  Note that Bowled Games (or Time) may not exactly equal Sold Games (or Time) for a number of reasons. For example, lanes may have been checked out with bowling owing (if allowed) or with bowling remaining. Also, a lane may have been checked out during this period, yet the bowling was paid for in another shift or period.

- **Average Price** is the income from each item, divided by the quantity of items sold

- **Average Bowling Price** is the average price per game (for pay-by-game bowling) or by hour (for pay-by-time bowling)

- **Income per Game** shows the amount of income for each item, divided by the total number of games sold. This can be useful for comparing how non-bowling sales are supporting bowling sales

- **Refunds & Free** shows any items rung up where there is no payment (free), or with a negative payment (money is outgoing, not incoming) If the item has a dollar amount it will be shown, else the quantity is shown in brackets instead (free items)

  The following outgoing payments are not included in this list –
  - Refunds from a bill when part of the bill is split to another customer
  - Payouts from Trust Funds
  - Payments from the Customer Accounts item
  - Tax

- Adjustments

- **Lane Usage** shows the number of games actually bowled on each lane, as recorded at checkout. It is intended to show if all lanes are being used equally.

- **Summary** shows the totals from each basic section above, and some additional information.

  Income is the total of all income, and includes **Sales**, **Trust Funds** and **Customer Accounts**.

  Sales is the total of all sales.

  Pricing Periods shows the sales for each pricing period.

  Pricing Levels shows the sales for each pricing level.

  Trust Funds shows the amount of deposits less withdrawals from trust funds.

  Customer Accounts shows the amount of account payments from customers; less any sales put on account and not yet paid for.

  Banking is the total amount actually banked.

  Variance is the difference between **Income** and **Banking**

  Total Games Sold is **Sold Games** + Sold Time **As Games**

  Sold Games is the amount of games sold for pay-by-game bowling.

  Bowled Games is the amount of games actually bowled for pay-by-game bowling.

  Sold Time is the bowling time sold for pay-by-time bowling.

  Bowled Time is the amount of time actually bowled for pay-by-time bowling.

  As Games is the number of games bowled during pay-by-time bowling, as recorded at check-out.

Free Games is the number of games sold with a zero price.

Metered Games is the number of games recorded by the frame meters. See Admin ▸ Frame Meters for more information.

Accounted % is (**Total Games Sold** – **Metered Games**) / **Metered Games.** The games sold will almost certainly be less than the metered games. This is because metered games includes every cycle of the pinspotter, yet the frames charged to the customer exclude practice frames, extra frames in the tenth frame, frames for workshop/maintenance purposes, checkout allowance etc. However, the accounted percentage can be used as a guide to minimising these extra frames.

Days is the number of days in the current period, and is used to calculate **Lineage**.

Lineage is **Total Games Sold / Lanes / Days.**

Average Game Price is bowling sales / **Total Games Sold**.

Pay by Game is sales from pay-by-game bowling / **Games Sold**

Pay by Time ($/Hr) is sales from pay-by-time bowling / **Time Sold**

Pay by Time ($/Game) is sales from pay-by-time bowling / Time **As Games**.

Income per Game is **Sales / Total Games Sold.**

Shoes Sold is the number of shoe rentals sold.

Bowlers is the number of bowlers, calculated from the score sheets. It can be compared with the shoes sold to ensure rentals are being collected correctly.

Note that this is not a precise comparison. The number of bowlers may not be completely accurate; for example, when a bowler bowls under two different names, or two bowlers bowl under the same name. Another example is when a lane has checked out, and the bowler immediately

checks back in for more bowling without requiring an additional shoe rental. Also there is no allowance for bowlers who have their own shoes.

Nonetheless this comparison can provide useful information when tracked across different days, shifts or operators.

Shoe % (by Bowler) is **Shoes Sold/Bowlers** as a percentage.

Shoe % (by Game) is **Shoes Sold/Total Games Sold** as a percentage.

8.10.14.1.15. Income by Centre

This report is suitable for Master Touch Desks only, and shows the income data for each centre side by side. The layout is similar to the Income report detailed above.

The Centres panel on the Filter Tab can be used to select which centres to include.

8.10.14.1.16. Ingredients by Item.

This report lists all ingredients sold during a period, subtotalled by each item that used that ingredient.

For each item sold, the number sold, the average price, the cost price and the resultant profit margin **((price-cost)/price)** are shown.

The amount and cost of the ingredient itself is then shown, both as per item amounts and total amounts for the number if items sold.

8.10.14.1.17. Item Activity

Item Activity shows all transactions on specific items during a specific period. It can also optionally group each day into a single entry.

When displaying each transaction, the customer's name, and the user who performed the transaction is also displayed.

8.10.14.1.18. Items by Customer

This report list all items purchased by each customer in the given period. The date of each purchase is also shown.

8.10.14.1.19. League Attendance

The League Attendance report is used to track attendances for CDE leagues.

The columns on the report are –

Structure is the maximum number of bowlers allowed by the league's structure. This is equal to the number of teams * the number of bowlers/team * the number of games per bowler.

Games is the number of games per bowler in a series. For group sub totals this will be the average number of games per series over the group and is generally meaningless.

Enrolled is the number of bowlers enrolled in the event. It is never greater than the structure, as reserves are not counted.

Enrolled is calculated by subtracting the number of empty positions in a team, or those specifically marked as "vacant", from the structure.

Pre-bowled is the number of bowlers who have pre-bowled for the event. The pre-bowled scores must be entered into BLS before the event is exported.

Attended is the number of bowlers who attended the event and bowled a game. At least 5 frames must be bowled before the game is counted.

Absent is the number of bowlers absent from the event and is calculated by subtracting attendance and pre-bowled from enrolled.

Enrolled % is the number enrolled expressed as a percentage of the structure.

Absent % is the number absent expressed as a percentage of the number enrolled.

Note that **Enrolled**, **Pre-Bowled**, **Attended** and **Absent** are not necessarily whole numbers. For example, if a bowler bowls only 3 games of a 4 game series, they are counted as having an **Attendance** of 0.75 and **Absence** of 0.25.

Attendance data is automatically collected when the event is bowled. As least one team must bowl the last game of the event before the data is collected.

Leagues can be grouped into different types using the **CDE Booking Type** setting in each league customer's **CDE Options Tab**. The attendance report will then show totals for each type, eg: Senior Leagues

In addition, the Options screen for the report allows for three different levels of report –

Show Totals only – only the totals for each Booking Type and a grand total will be shown. Note that if a booking has more than one type, and is therefore shown more than once, it will also be included in the grand total more than once.

Show Each Customer – Subtotals for each customer will be shown in addition to the totals above. These totals are actually an average for each customer (or league)

Show Each Booking – Each individual booking (or week) will be shown for each customer.

8.10.14.1.20. Orders

This report provides a list (detail) or summary of orders placed. It can be used to see what orders have been placed with bookings for the coming day or days.

8.10.14.1.21. Price List

This report displays the price of items, with separate columns showing the price for different pricing periods and pricing levels.

Two types of report are available, see Report Settings ▸ Price List.

The Price List can display absolute prices or margins. See Report Settings ▸ Price List Data Type

When a price period or level does not apply to an item, the price will be blank indicating that the base price applies here.

If an item is not available for a period or level (see Admin ▸ Setup Items ▸ Available), then **N/A** will be displayed.

Prices marked with an asterisk are those that do not use the default price adjustment for that period or level, but have a different price adjustment defined in the **Items** screen.

Prices shown for group headers are the average price of all items belonging to the group. Items that are not available are not included in the average.

8.10.14.1.22. Re-stock List

This report is identical to the Stock List report, except only items whose on-hand count is less than or equal to any of the item's Stock Levels are shown.

8.10.14.1.23. Rewards

This report provides information of the automatic earning and redeeming of rewards, in order to assess the performance and cost of the reward program.

Each reward program and reward item is shown separately.

The current balance of outstanding rewards as of the report's end date is shown at the top left of the report.

The following columns are shown for each item sold -

Earning Rewards

Quantity Sold – the quantity of these items sold where reward points were earned.
Average Price – the average price of these item sales.
Total Value – the total value of these item sales.
Rewards Earned – the total number of rewards earned by the customer for these sales.
Earned per Item – the average number of rewards earned per item sold.
Cents per Reward – the total value divided by the number of rewards earned. This is the average value of the sales required to earn one reward point.

Redeeming Rewards

Quantity Sold – the number of these items sold in return for a reward redemption (full or part).
Average Discount – the average dollar value of the discount to the normal price that was given in return for the reward redemption.
Total Discount – the total discount given across all redemption sales of this item.
Rewards Redeemed – the total number of rewards redeemed for these sales
Redeemed per Item – the average number of rewards redeemed per item sold.
Cents per Reward – the total discount divided by the total number of rewards earned. This is the cost of redeeming one reward point measured as a loss of income (discounted price)

Return (earned/redeem) – the return is the **cents per reward earned** divided by the **cents per reward redeemed**.

Note that direct sales of a reward item are not included. Only those earned or redeemed in accordance with the rules of the reward program are included.

8.10.14.1.24. Sales by Hour

This report is similar to an income report but shows separate columns for each hour of the day. Note that if there are sales for all 24 hours, then the report may not fit the width of a page. The report should then be broken up by using the Time filter. For example, one report for 00:00-11:59 and another from 12:00 to 23:59

8.10.14.1.25. Sales by Operator

This report is similar to an Income report, but sales by each operator are listed in their own column.

Note that the **Lane Usage** sub-section is not applicable, and some of the other subsections may not be very useful when there are several operators sharing a shift. “Lineage” for example is a fairly meaningless figure in these circumstances.

The **Banking** sub-section is useful only when Banking by User mode is in force, and then only for cash.

8.10.14.1.26. Score Summary by Bowler or Sheet

The report is a tabulated list of game totals.

Summary by Sheet groups all scores into lanes and scoresheets.

Summary by Bowler lists each bowler along with all games bowled, regardless of which lane or scoresheet contained the score. This report is useful for tournaments where bowlers change lanes during bowling, as it will group all their scores together.

These reports are identical to using displayed with the Lanes ▸ Saved Scores ▸ View Summary button.

Note that if filtering by customers –

- **Summary by Sheet** shows those scores in sheets belonging to these customers, even if the actual game was bowled by a different customer. This is useful when searching on a group customer such as a league.
- **Summary by Bowler** shows games belonging to these customers only. They must have bowled using their own customer id.

When displaying score sheets in the **Customers** screen, all sheets belonging to the customer, as well as individual games are displayed.

The **Rate** and **Customer** filters are powerful tools that can be used to can be used to show only those customers who have entered into a completion, such as a monthly jackpot.

8.10.14.1.27. Shift Report

The **Shift Report** provides similar information to a POS Detailed Report, but is formatted for normal paper rather that the receipt printer.

It is not intended to replace income reports, and does not provide as much detail and analysis.

Although called a **Shift Report**, it can be used for any period.

To use this shift report as the automatically generated end-of-shift-report, see Admin ▸ Terminals ▸ Shift Reports on Report Printer option. In this case, various filters such as the date and workstation are set automatically. The

Summary or Detailed option is in Admin ▸ System ▸ Auto Print Shift Report is ignored.

8.10.14.1.28. Stock Activity (Ingredients)

The Stock Activity (Ingredients) report shows all purchases and sales for ingredients whose stock level is to be tracked by Touch Desk. See Admin ▸ Ingredients ▸ Track Stock.

Activity may be shown for each transaction, or totalled by day. A summary report is also available.

Activity reports show the following fields –

- **Bought** – the amount of ingredients purchased during the period. Includes any stock adjustments.
- **Av Cost** – the average cost of each ingredient purchased.
- **Sold** – the amount of ingredients sold during the period.
- **On-Hand** – the amount now on-hand or in-stock.

Stock Summary shows –

- **Open** – the on-hand count at the beginning of the period.
- **Buy** – the amount purchased during the period.
- **Sell** – the amount sold during the period.
- **Close** – the on-hand count at the end of the period.
- **AvCost** – the average cost of the items purchased during the period. If none were purchased, the stored average cost price (which may include previous purchases) is used.
- **Cost** – the stored average cost price.

Note that if a report is produced for a period where some transactions have been deleted by Database Clean-up, then the report may be incomplete. However current on-hand counts are always correct.

8.10.14.1.29. Stock Activity (Items)

The Stock Activity report shows all purchases and sales for items whose stock level is to be tracked by Touch Desk. See Admin ▸ Items ▸ Track Stock.

Activity may be shown for each transaction, or totalled by day. A summary report is also available.

Activity reports show the following fields –

- **Bought** – the number of items purchased during the period. Includes any stock adjustments.
- **Av Cost** – the average cost per item of the items purchased.
- **Sold** – the number of items during the period.
- **Av Price** – the average price of the items sold.
- **On-Hand** – the number now on-hand or in-stock.

Stock Summary shows –

- **Open** – the on-hand count at the beginning of the period.
- **Buy** – the number purchased during the period.
- **Sell** – the number sold during the period.
- **Close** – the on-hand count at the end of the period.
- **Av Cost** – the average cost of the items purchased during the period. If none were purchased, the stored average cost price (which may include previous purchases) is used.
- **Av Price** – the average price at which the items were sold
- **Av Margin** – The average margin represents the actual margin achieved during the period.
  Av Margin = Average Price – Average Cost.
  Av Margin Percentage = Av Margin / Average Price * 100%
- **Cost** – the stored average cost price
- **Price** – the base price at which the items are to be sold
- **Exp Margin** – the expected margin
  Expected margin = Price – Cost
  Expected Margin Percentage = Expected Margin / Price * 100%
- **Diff** – the difference between the expected margin and the actual margin.

Sales of stocked items are automatically recorded when the item is rung up as it is sold.

Purchases of items for stock must be entered using the adjust key or from the items screen. See Point of Sale ▸ Making an Adjustment. Adjustments can also be used when stock is missing or to be written off.

The **Average Cost** shown for header items is based on the quantities of items within that header that have been *SOLD* during the period. For example, the **Average Cost** for the Pro Shop item (which is a header item that includes all pro-shop items) is calculated from the cost and quantities of the items actually sold during the period, not from all items in the Pro-shop. This allows a meaningful **Margin** figure to be calculated.

Note that if a report is produced for a period where some transactions have been deleted by Database Clean-up, then the report may be incomplete. However current on-hand counts are always correct.

Note also that Stock Summaries are always displayed in Landscape mode.

8.10.14.1.30. Stock List

The Stock List is a simple list of all stock type items and ingredients showing –

- **On Hand** – the current number of items on hand.
- **Restock** – the minimum stock level at which more items must be purchased
- **Av Cost** – the average cost at which the items were purchased.

For items only –

- **Sell Price** – the base price at which items are sold.
- **Margin** – the margin is equal to the sell price – the buy cost. It is also shown as a percentage of the sell price.

The stock list is a snapshot of present values, and does not detail any changes in stock level. For more detailed information, see the Stock Activity (Items) and Stock Activity (Ingredients) reports.

8.10.14.1.31. Supplier Lines

This report lists all the lines (items or ingredients) supplied by each supplier, along with the pricing information.

8.10.14.1.32. Tax Details

The Tax Details report shows the amount of tax collected, and the quantity and value of taxable and tax exempt sales for each item.

Each Tax type will be displayed in a separate section of the report. Use the Item Selection window in the reports filter to select which tax or taxes to include.

The Item Selection window can also be used to select which items or headers are to be displayed. Note that only items whose tax code is set to the tax code currently being displayed will be included in each section.

The tax amounts shown may vary slightly from the expected percentage times value figure due to the rounding that takes place at each sale.

The "**Total Tax Collected**" figure at the top of the report is the actual value of the taxes collected. This may vary slightly from the sum of all the item's taxes due to further rounding. For example, if a sale consisting of several items is taxed at a given rate, the tax is calculated on the total and may require rounding to the nearest cent. Then when this tax is divided up amongst the individual items, further rounding may take place.

8.10.14.1.33. Trust Fund List

The Trust Fund List is a simple list of all Trust Fund or Deposit type items and their current balance.

For more detailed Trust Fund reports, see Trust Fund Statements.

8.10.14.1.34. Trust Fund Statements

Trust Fund statements show all activity (withdrawals and deposits) on a trust fund.

Individual statements may be generated for each trust fund, or an overall summary can be produced.

Individual statements can show either *each transaction*, or just the *total of all transactions* for each day.

Note that if a statement is produced for a period where some transactions have been deleted by Database Clean-up, then the statement may be incomplete. However current balances are always correct.

Adjustments can be made to Trust Funds without depositing/withdrawing cash from the cash draw by using the Adjust key. See Point of Sale ▸ Making an Adjustment.

8.10.14.2. Report Settings

This screen allows configuring of a report. In addition to the report settings, the following functions are available –

- **Send Mail –** when the report contains a list of customer addresses, this function can be used to send an email to every customer on the report that has a valid email address. A blank email will be created using the default email client such as Microsoft Outlook. This function cannot be used if there is no email client installed.

- **Export –** this function will export the current report to a comma delimited CSV text file. This file can then be used as a data source in other programs. For example, it can be used to send mail out to a group of customers using the mail merge function in Microsoft Word, or to further analyse and graph income data in Microsoft Excel.

  Note that not all report types are suitable for export.

  There is also an export function in the **Preview** window, but it will include header and title information in the output file. This may make the file less suitable for use as a data source with some programs.

  For a complete export of the customer database, see Customers ▸ Export.

- **Preview** – this function will preview the report in a separate preview window. From this window, it is possible to print the report, or export it to a number of different formats. To export the report as a data source for another program, see the **Export** function above.

- **Save** – save the current changes to this report.

The following report settings are available. Some settings are not applicable to some report types.

- **Name**. The name of the report as it will appear on the report header, and in the list of reports.

- **Required User Level**. This is the user level required to view this report, when the user does not have the right to customise reports. Use this setting to tailor the list of available reports each user level will see when they use General Reports. Note that users must have Setup►Sales Areas►View Admin and Setup►System►Use General Report privileges to view any General Reports.

- **Single/Batch Report.** A report may be a single defined report, or it may be a collection of previously defined reports called a batch report.

  To create a batch report, click **Batch**, then add each required report to the **Included** list, by either using the **Add** button, or dragging the report to the list. The reports will be printed in the order shown. To change the order, drag a report to its new position.

  Tick **Start on New Page** to start the report on a new page. Reports of different orientation (Landscape or Portrait) will always start on a new page, regardless of this setting. Some report types, such as Customer Statements also always start on a new page.

8.10.14.2.1. Main Tab

- **Report Type** selects the basic report type to be used. See Basic Reports Types.

- **Report Period** determines the start and end date of the report, based on either the **Report Date**, or a custom period.

  Custom. The start and end date is as entered in Custom Date Range.

  Previous Week. A week is defined as starting on a Monday, so the Previous Week will be from the Monday to the Sunday immediately prior to the **Report Date**.

  Previous 4 Weeks. As above, but for a 4 week period

Previous Month refers to the previous calendar month.

Previous Year is from Jan 1 to Dec 31 of the year immediately prior to the Report Date.

Next 7/14/30 Days is from the day after the Report Date, for the following 7,14, or 30 days.

ALL. Includes all data in the database, regardless of date. Does not apply to all report types.

Today only – today's date.

Report Date only – on the report date only (1 day)

- **Report Date.** This is the date used to calculate the period of the report as above. Note that the report date is not saved with the report, as it expected to be different each time the report is run.

- **Custom Date Range.** This date range is used when the report period is set to **Custom**. These dates are not saved with the report.

- **Show By.** For reports that show columns of data, the **Show By** setting determines the column headings.

  Shift. Each shift is shown as a separate column.

  Day. Each Day is shown as a separate column.

  Day Of Week. Each Day of the week is shown as a separate column. For example, if the report runs for 4 weeks, all the Mondays will be totalled in the first column, Tuesdays in the second, etc.

  Week . Each week is a separate column. Weeks start on a Monday. Each week of the year is numbered. If only part of a week is included in the date range, the range of dates included will be shown in the header.

  Month. Each calendar month is a separate column.

  Totals Only. Only Totals columns for the period are shown.

- **Show Year to Date Totals**. In addition to the total for the period, the totals for the financial year to the end of the period will be shown. Not available when filtering by Time.

- **Show Last Totals Year.** Totals and Year to Date totals for the equivalent period last year will be shown to allow comparison. Not available when filtering by Time.

- **Year begins**. This option sets the day and month in which a financial year begins. The year to date and last year to date totals will then be based on this financial year, rather than a calendar year. To use the calendar year, set **Year begins** to 1 January.

  Note that for reports that span two financial years, the YTD figure is from the start of the financial year which contains the start date up until the end date of the report.

- **Sub Sections.** The Income Report has a number of sections which can be enabled separately. See Income Reports for more information.

- **Sub-reports.** Some report types, such as Customer Statements, have the option of displaying a separate **Individual** report for each customer (or trust fund, or stock item) or just a single **Summary** report for all customers (or trust funds, or stock items), or both.

8.10.14.2.2. Options Tab

This Options Tab contains various report options. Some options do not apply to all report types.

- **Statements.** Reports such as Trust Fund Statements can display either each individual transaction on a single line, or group a whole days transactions into a single line summary.

- **Price List.** Two types of price list are available –

  Each Period and Level displays a single column for each period and level, and calculates the resultant price for each item.

All Combinations shows a column for every combination of price period and price level and calculates the resultant price. These reports can get very wide and may need to be broken up into smaller reports to fit on the paper. Use the Price Period filter to make smaller reports, and then combine them into a single batch report.

- **Price List Data Type**. Select the type of pricing data displayed.

  Price. The actual selling price.
  Margin. The selling price minus the average cost price
  Margin Percentage. (sell price –buy price)/sell price * 100

  Margin and margin percentage data will only be shown for items that have purchasing enabled. See Setup ▸ Items ▸ Purchasing Tab

- **Orientation.** The report may be printed in Landscape or Portrait orientation. Some report types will include extra data columns when printed in Landscape.

- **Customer Statement Options.** The following settings are available for Customer Statements, as these reports will be sent to the customers.

  Letter Head Image. For reports that are intended to be sent to Customers, the Letter Image is used to insert a logo or letter head at the top of the page. The file can be up to 716 pixels wide x 320 high in BMP format.

  Message. This message will be inserted at the bottom of some reports, such as customer statements. It can be used for detailing payment options, bank details, postal address, etc. as needed. As a minimum it should include the address and phone number of the bowling centre, if these items have not already been included in the **Image File**.

- **Attendance**. This setting applies to league attendance reports only.

  Show Totals only – only the totals for each Booking Type and a grand total will be shown.

  Show Each Customer – Subtotals for each customer will be shown in addition to those above. These totals are actually an average for each customer (or league).

Show Each Booking – Each individual booking (or week) will be shown for each customer.

- **Centre Statistics** options apply to the Centre Statistic Chart only.

  Plot By sets the horizontal axis of the plot.

  Two charts are available, one showing average pinfall, and strike and spare percentages, and the other showing total pinfall.

- **Scores options** apply to score sheet summaries.

  Order By sets the order by which bowler summaries are displayed.

8.10.14.2.3. Filters Tab

The Filter tab allows the report data to be filtered, there-by excluding some days, or shifts, or items, etc.

Some filters are not available for all report types.

- **Days**. Only data for those days selected will be shown and included in the totals.

- **Shifts**. Only data from the shifts selected will be shown and included in the totals.

- **Areas**. Only data from the selected area will apply. This is used mainly for Bookings. To filter other data by the area that it was rung up in, filter by terminals for each area.

- **Centres**. For Master Touch Desks only, this option filters the report for the selected centres only. The Master Touch Desk can also access special report types such as Income by Centre for side by side comparisons. See the description of each report type for more detail.

- **Time.** Only transactions within the given time frame will be included. Reports using this option are generated from transaction data rather that from summary data. See Income Reports for more details.

- **Terminals**. Only data from the terminals selected will be shown and included in the totals.

- **Periods**. Only sales made using the pricing periods selected will be included. The **Base Period** includes all transaction that do not have a pricing period, such as banking. For Price Lists, only these columns will be shown.

- **Levels**. Only sales made using the pricing levels selected will be included. The **Base Level** includes all transaction that do not have a pricing level, such as banking. For Price Lists, only these columns will be shown.

- **Booking Types**. For the Booking List or League Attendance Report, only bookings with the specified types will be included.

    - **All types** includes all bookings
    - **Any below** includes bookings with any of the types that have been ticked below.
    - **ALL below** only includes bookings that have ALL the types that have been ticked below.

    Note that for Attendance Reports with **ALL Below** selected, types that have NOT been selected may still appear on the report, if there are bookings that have both the non-selected and one of the selected types set.

- **Items to Display**. Select the items to be included in the report.

    For Income Reports, only selected items will appear in the report, but ALL items will be included in totals.

    To select or de-select an individual item, double click on the item.

    To select a group of items under a group header, click on the header and click either –

    - **Visible Only** to select only those sub items that are visible
      or
    - **All** to select ALL sub-items, even invisible ones.

To deselect sub-items under a group header, click on the group header and click **None**.

- **Rate** filters scores by the rate under which they were bowled.

- **Scratch and Handicap Total** shows only scores with a scratch total within the range shown. Leave either field blank to skip this test. For example, entering **100** to **blank** will return all scores over 100, with no maximum limit. For bowler reports, this test will be applied to the bowler's individual game score. For whole Sheet reports, this test will be applied to the team score.

- **Customers.** This setting selects which customers will be included in various customer reports. The options are –

  All Customers. All customers in the database with valid data for the report type selected will be included.

  From Search. Touch Desk will search the database for customers each time the report is run. Select a predefined search from the list. To add or modify searches, see Customers ▸ Search. Only matching customers will be used.

  On Customer Screen. This option is used to manually select those customers to be included.

  When the **Update** button is clicked, the list of customers currently displayed on the **Customers Screen** is saved. This list of customers is then used each time the report is run, even if the **Customers Screen** changes.

  Note that if one or more customers on the Customer Screen are selected (or highlighted) then only those customers will be used. If none are selected then all the customers currently on the screen will be used.

  Note also, that only the list of customers is saved with this option. Any search criteria used to find those customers is not saved. Therefore the same customer list is used each time the report is run, regardless of whether those customers still satisfy any search criteria. To run a search

for customers each time the report is produced, use the **From Search** option, not the **On Customer Screen** option.

8.10.14.2.4. Statistics Tab

These settings are used to limit the bowlers included in the Bowler Statistics report.

For more information see Customers ▸ Statistics Tab.

8.10.14.2.5. Email Tab

This screen determines how the report will be emailed.

Email via external MAPI App – an email client program external to Touch Desk is used to send the email. This client must be correctly installed and configured and support the MAPI protocol. Typical examples are Outlook and Thunderbird. This is a legacy option.

Email via Message Center. This is the preferred option as the content of the email can be customised via a suitable template. See Message Center.

A default customer must be selected who is to receive the emailed report. However, where a report is customer specific, such as customer statements, the email will be sent to the appropriate customer. The summary report however, will go to the default customer shown here.

Note that different templates can be selected for the basic report (or summary) and individual customer reports.

The reports are sent as attachments to the email. The attachment type can be either CSV or PDF.

8.10.14.2.6. Auto Tab

The settings on this tab allow the report to be automatically run as per a fixed schedule.

Automatic reports can be sent to the reports printer, exported to a PDF or CSV file, or emailed.

Touch Desk must be running on the terminal selected to run the report at the requested time. Windows task scheduler can be used to ensure Touch Desk is running if needed.

Automatic reports do not require a user to be logged in, and therefore bypass all the usual checks that the current user has permission to view the report. It is therefore important that users that are not allowed to view reports are also not allowed to edit reports, as they could then setup an automatic report to run immediately.

Frequency determines how often the report will run.

Next Due is the time and date at which the report will next run. This will be updated after each run in accordance with the **Frequency** setting, up until the **Repeat Until** date or forever if **Indefinitely** is ticked.

The **Report Date**, **Custom Date Range**, and the options for using the custom date range determine the date range used for the report. These settings work identically to those on the main Reports Screen, with the exception that all dates are specified relative to the date the report is run. Zero or blank specifies the same day the report is run, positive numbers are future days, negative numbers are previous days.

For example, you could run a report daily and specify the date range as -8 to -1 to report on the previous 7 days.

Send To determines where to send the report. The options are to the **Reports Printer**, **Email** as per the Email Tab, or E**xport** to a PDF or CSV file.
For exports, the destination folder can be specified. If not specified, all exported files will be located in the **Documents\Touch Desk Reports** folder of the current windows user. Note that this folder must be a valid path from the terminal where the report is to be run.

Terminal specifies the Touch Desk terminal where the report will be run.

8.10.15. Frame Meters

The frame meters are used to count each pinspotter cycle. This count is then shown in Income Reports, and can be compared with the number of games actually sold.

Note that the frame meters are NOT used to charge bowling to the customer. The scorer's internal frame counter is always used for this purpose.

The frame meters count all frames, whereas the scorers internal frame counter will exclude practice frames, frames bowled without the scoring being turned on, RPOs, extra cycles in the tenth frame etc.

The frame meters count upward continuously. When each shift on the Master Lane Control terminal is finalized, Touch Desk records the difference between the current count (called the *close* count) and the count at the close of the previous shift (called the *open* count).

Setup Frame Meters. There are 3 options for frame meters –

- **Manual or No frame meters**. The frame counts from traditional frame meters can be entered manually at the end of each day in the **Close** column. They should be entered BEFORE the last shift for the day is finalized on the Master Lane Control terminal.

- **TS2/TS3 Frame Meters**. Touch Score 2 or 3 is used to count the frames. This option can only be used in centres where the sweep switch is always energised and is connected to TS2, or TS3 via an MI. The counts will be entered automatically.

- **Pinspotter Controller Frame Meters**. When either an AMF LIU, MCU, a Brunswick LIU or an A.K.Microsystems AMF model Pinspotter Controller is in use, the frame counts can be automatically read from these devices. This count is completely independently of the scoring system.

Each column in the frame meters table is described below –

Open count is used as the count at the start of the shift. It is actually the count at the end of the previous shift, to ensure that any bowling between shifts (when no shift is open) is included.

Close count is the current count

Count is the difference between the **open** and **close** counts and represents the frame count for this shift.

Total Count is the total count across all lanes.

Last Closed is the time at which the last shift on the Master Lane Control terminal was closed, and the open count was recorded.

8.10.16. Change Password

This option allows any user to change their password.

The password must be entered twice to check for mistyping.

8.10.17. Edit Time Sheets

The Employee Time Sheets report in General Reports is based on the users clocking in and out using the Log On screen. However, there may be times when it is useful to manually edit these clock in and out times.

User permissions for editing time sheets are set in Admin ▸ System Setup ▸ Admin Tab. It is suggested that users NOT be allowed to modify their own sheets, as this approach is open to abuse. Requiring users to clock in and out using their password ensures that they were actually present at the time.

You can filter the list by user name and date range, or show only those users still clocked in.

You should ensure that any time sheet data entered manually does not contain any overlapping periods.

This screen is intended for occasional manual adjustments only. For reports, use the Time Sheet report in General Reports.

It is also useful for clocking out users that have forgotten to do so at the end of a shift. A warning message will appear if any users other than the current operator are still clocked in when a shift is finalized.

8.10.18. Shifts

For Back Office terminals only, a **Shift** button will appear here. This button can be used to manage shifts on other terminals. Back Office terminals do not have their own shifts. See Working with Shifts for more information.

8.10.19. Database Clean-Up

This function is used to delete old data that is no longer required. It should be run regularly, say once every three months. If old data is not deleted, the database will become very large and this may eventually impact on system performance.

WARNING! A backup will be automatically performed prior to deleting any data. Once data is deleted it cannot be recovered, except by restoring the entire database from this backup.

Deleting the data may take several minutes, particularly if it has not been done for a long time, so it is best done when the center is quiet.

Once the data has been deleted, it is advisable to do another backup, then restore from this backup. This backup/restore cycle ensures maximum database performance and integrity.

The **Database Clean-Up** screen allows the user to set criteria that defines the data to be deleted. The user level required to set these criteria is different to, and usually higher than, that required to just delete the data using the current criteria. As long as the criteria are set correctly, it is then generally safe to allow most users to delete the data.

Determining the criteria for data deletion will depend upon how the centre operates and what types of reports are required. Each type of data is explained below.

Centres. When this function is used at a Master Touch Desk, you can choose to delete only data that was created at selected centres.

Customers. This option will delete customers based on the last activity date – that is the last date that this customer purchased any items, or had any bowling.

Three options are available –

- **0 balance** – customer has zero balance for both cash and bowling (frames, time and shoes)
- **Bowling balance only** – customer has a zero cash balance, but may have a bowling balance.

- **Any balance** – customer may have both a cash and a bowling balance. Although customers that have a credit account with the center will not be deleted if they have a cash balance.

Generally customers with contact details are repeat customers and should be kept for a longer period. Customers without contact details are normally temporary walk in customers that can be deleted shortly after bowling.

If the system is operated correctly, there should be very few customers with outstanding balances of any sort. Deleting customers with non-zero balances can potentially hide missing cash or bowling, and should only be done well after any discrepancies have been reported in the Income Reports.

Customers that have cash held in a trust fund, or have a current rewards balance will not be deleted. Rewards can be setup to be periodically cleared See Admin ▸ Rewards Programs ▸ Rewards Setup. Trust Fund balances must be manually transferred elsewhere using the POS before the customer can be deleted.

Transactions. Transactions record each sale, bowling check out, trust fund deposit or withdrawal etc. These transaction records are used to create Point Of Sale reports, Transaction Searches, Customer Sales History, Trust Fund Statements, Stock Activity reports, Customer Statements and for generating export files for the Accounting package. Once these functions are no longer required, Transactions may be safely deleted.

Deleting Transactions will also delete records of Customer Deposits. However, customer deposits records will only be deleted if the balance is 0. Records for customers who have paid a deposit that has not yet been used will not be deleted, regardless of the age.

Transactions for valid customers can be kept longer than transactions where there is no customer, or the customer no longer exists.

Shifts. A shift summary is generated at the end of each shift and used for income reports. Generally shifts should be kept for at least 2 years, to allow for year to date comparisons with the previous year. Note that this only applies to income reports generated within Touch Desk itself, and does not apply to income reports from an attached accounting package.

Exported Files. These are the files containing financial data for each shift that are exported to the accounting package. Once they have been imported into the accounting package they may be deleted. They can be re-exported at any time if needed, as long as the underlying transactions and shifts have not been deleted.

Note that only files in the current terminal's export folder will be deleted. If other terminals export to a different folder it will be necessary to run the Database Clean-Up from the other terminals. This only applies to the export files, all other data types in Database Clean-Up can be deleted from any terminal.

Score Sheets. If ticked, any score sheets older than the specified number of days will be deleted. Note that score sheets are only saved if Lane Information Screen ▸ Scoring Tab ▸ Save Score Sheets was ticked when the games were bowled.

Sheets for valid customers can be kept longer than sheets where the customer no longer exists.

Deleting score sheets will also delete the attendance records used for League Attendance Reports.

Bookings. Bookings can generally be deleted once they are over, but some centres may wish to keep the booking sheet for longer.

CDE import/export files. Once an event is complete, and the results have been imported into CDE's programs, then the import and export files may be deleted. However, sometimes an export file may be generated a few weeks before an event, for example if a league has a 2 week break mid season. So it is advisable to only delete files older than say 2 weeks. There is no disadvantage to not deleting files, other than using up unnecessary disk space.

Employee Time Sheets. This data records the time employees clock-on and off, and is used to generate Employee Time Sheets.

Orders and Purchase Orders. Both customer orders and center purchase orders can be deleted. Only those with a status of COMPLETED or CANCELLED will be deleted.

Customer Messages. This will delete all messages for all template types and both sent and received, that are older than this date. It will also clean up the

folders used to store message resources such as images by removing files no longer associated with a message. Note that you can also schedule shorter retention dates for each message template type in Admin ▸ Customer Messages ▸ Message Templates ▸ Cleanup.

Default Settings. This button loads default settings that are suitable for a typical centre.

8.10.20. Backup and Restore

This screen is used to make backups of the Touch Desk database, and to restore this data in the event of a system failure.

Backup Time is the time each day when Touch Desk will automatically make a backup of the database. Backups are best done overnight when there is minimal activity, but can be done at any time. Note that Touch Desk must be left installed on the database server computer for the backup to take place. Backups are kept for each of the past 7 days, and the end of each of week for the number of weeks specified below. These backups are regularly overwritten as newer backups are made. For example, the backup labelled Monday is overwritten every Monday.

Keep for ?? Weeks. The backup made every Sunday will be labelled with a week number. These names will be reused after the given number of weeks. For example, if 4 weeks is specified, backups will be labelled **Week 1** through to **Week 4**. The backup for week 5 will be labelled **Week 1** and will overwrite the existing **Week 1** backup.

Note that the number of weeks kept will determine the amount of space used by the backup files.

Backup Folder. This is the location where the backups will be stored. It should be on a different hard drive to the working drive of the computer, and preferably on a completely different computer somewhere else on the network. It is also a good idea to make backups to a removable drive, and keep this drive off site.

Note that the path entered here must be the path as seen from the Database Server computer, not from whichever Touch Desk is being used to enter the path.

This path is also used as the location of the backup log file. Therefore it should be a common shared network location in order to view the log file from any computer on the network.

Backup Now will create a backup immediately. The name of the backup will include the time and date, and will not overwrite any other backup already made. Nor will it ever be overwritten by an automatic backup.

Restore will restore a backup, thereby ***overwriting all current data*!** Touch Desk will prompt for the name of the file to be restored. Once the restore operation has started, Touch Desk will be shutdown. Once the data has been restored, restart Touch Desk to access the new database. It is always a good idea to make a backup prior to doing a restore, just in case the restored data is not as expected.

The Touch Desk database, like any program, can occasionally experience corruption or failure, although this is very rare. Should this occur, first try doing a backup, then an immediate restore of the same file. This can sometimes repair the corruption. Should this fail, see www.firebirdsql.org for documentation on the various tools included with Firebird.

If all else fails, restore the last known good backup.

If you are unable to run the restore function because Touch Desk is unusable or unresponsive due to a corrupt database, then install the Empty database from the original setup program. Then, once Touch Desk is running use the RESTORE function as above.

Alternatively, if you are using the default database password then –

- Navigate to the **c:\program files (x86)\Touch Desk** folder (**c:\program files\Touch Desk** for 32 bit systems) and double click on **tdrestore**.

- Select a file to backup to, then ok.

If you have customised your database password, then run **tdrestore** from a command prompt as follows:

- Go to Start ▸ Programs ▸ Accessories and right click on **Command Prompt**. Click **Run as Administrator**.
- Type **cd \program files\touch desk** then press **Enter** for 32 bit Windows

- Or **cd \program files (x86)\touch desk** then press **Enter** for 64 bit Windows.
- Then type –
  tdrestore "password;d:\\backup\\backupfile.fbk;d:\\backup"
  and press **Enter.**

Where **password** is the custom database password, **d:\\backup** is the backup folder and **backupfile.fbk** is the file to be restored. Replace these with the actual names. Note the use of double \\ in folder names.

If the restore hangs on the **GFIX** screen, try shutting the Firebird Server service, deleting **Touch Desk.fdb**, restarting the server then try **tdrestore** again.

Backup Log is a log of all backup and restore operations. Check this log regularly to ensure backups are taking place. For more information on any errors that may be present, see www.firebirdsql.org

Unlike earlier versions, Touch Desk is no longer required to be actually running on the back office computer in order for automatic backups to take place; however it must be installed there.

In order to view the log from computers other than the database server, the Backup Folder should be set to a shared network location, not just a local folder.

See Installation and Setup ▸ Backups for more information on backups.

8.10.21. Update From Lane Server

See Updates

8.10.22. Reset Bowler Statistics

This screen is used to reset or recalculate bowler's current statistics. Typically they might be reset every season for example.

These current statistics are displayed in Customers ▸ Statistics Tab.

Note that it is possible to search for, and display reports on, customers based on their statistics over any given period, without clearing or recalculating their current statistics.

The following options are available –

Reset Which Customers. Only the selected customers will have their statistics reset or recalculated.

- **All Customers** .
- **From Search**. Select a predefined search from the list. To add or modify searches, see Customers ▸ Search. Only matching customers will be used.
- **On Customers Screen.** Only those customers currently displayed on the Customers screen will be used. If some are selected, only those selected will be used, else all of the customers currently on the screen will be used.

Clear All Statistics. This option will reset all statistics to 0. If **Use current average as Book** is ticked, the current average will become the new book average. Note that for CDE players, the book average will not be changed as it is set in the CDE Master Bowler Database.

Recalculate Statistics. Touch Desk will search for score sheets for these customers from the period specified, and recalculate the statistics. These new statistics will become the current statistics.

This option may take a few minutes for large databases with many scores and customers.

Score sheets for the period specified must not have already been deleted by a Database Clean-up.

8.10.23. Digital Signage

This screen is used to configure the Digital Signage software. This software allows live display of scores, lane assignments, price lists, advertising and more on any computer screen on the Touch Desk network.

In order for a computer to display digital signage, the signage software must be installed. See Installation and Setup ▸ Digital Signage for more information.

Third party software can also be used to embed a signage screen in the centre's web site, allowing live scores, leader boards or any other signage screen to be posted to the web. See Adding a Digital Signage Screen to a Web Page.

8.10.23.1. Screens

Each digital signage screen is individually configurable, and is denoted by the name of the computer on which it is running, and the monitor or screen number as assigned by Windows.

To create a new screen, click **New** and enter the computer name and screen number.

To create a new screen that is a copy of an existing screen, click on the existing screen, then click new. All settings other than the computer name and screen will be a copy of the existing screen.

When there are multiple screens that you wish to have the same settings, it is sometimes easier to setup and test one screen, then delete the others and recreate them as a copy of the original as above. Alternatively, if all screens are the same, use the DEFAULT setting for the computer name, and ALL for the Screen number.

To modify an existing screen, click on the Screen, then **Edit**.

To modify multiple screens at once, select the screens to be modified, then click **Edit**. Note that when modifying multiple screens, you can choose to make the slide show and price lists the same in all screens, or skip editing slide shows and price lists and only edit the other settings.

Computer Name. This is the name of the computer on which the digital signage software is running.

You can also use the generic names **Lanes, Consoles** and **Default**.

Lanes will be used by any digital signage software installed on a Touch Score lane computer, when no entry is found for the computer's actual name. You can specify separate settings for the odd and even lanes using the screen number as normal, else just create **Lanes,** set Screen to **ALL** for all screens. You can also specify a range of lanes, such as "**lanes 1-10**", so as to have

different setups for different lanes. Not that the lane range applies to the computer that is on a pair, not the individual lane. For example, you cannot have one computer named "**lanes 1-1**" and another named "**lanes 2-2**" as they both apply to the same computer. Instead, use the screen number to setup each lane of a single pair differently.

Consoles will be used by the digital signage system on the tablets that can be used as bowler consoles on TS3. Screens 1 & 2 can be used for odd and even screens as above. You can also specify a lane range as above. For example, "**Consoles 1-10**".

Default is used for any digital signage screen when there is no entry under the actual computer name, or under **Lanes,** or under **Consoles** as above. There may be a separate entry for each screen (1-4) or just one for **ALL**.

Note that you can save screen settings under a false computer name (for example **BACKUP**) for later use. The system will not give any errors because this is not a valid computer name. This can be used to save settings used during special events for example, and then renamed back again for use the next time the event is run.

Screen. This is the monitor or screen number as defined by Windows. For lane computers, 1 is the odd lane, 2 is the even lane, and 3 is the auxiliary monitor if fitted. If set to **ALL**, all screens fitted to the computer will display the digital signage.

It is also possible to setup multiple Digital Signage windows on a single screen. This can be useful when sharing screens on the internet. See Adding a Digital Signage Screen to a Web Page. To do this, create a setup for each screen, up to a maximum of 4 per computer. Use the actual computer name and screen numbers, do not use **DEFAULT** or **ALL**. Disable **Full Screen** on the Main Tab and enter appropriate sizes and positions for each screen. For screens that have a corresponding monitor, these positions are referenced to the upper left corner of that monitor. For screens where no actual monitor exists, the position is referenced to the upper left corner of Monitor 1. All areas on all screens can be accessed from this corner, although negative values for TOP and LEFT may be required depending upon how the monitors have been setup in Windows.

Preview will show a preview of the current signage screen, in a window on the current computer. Note that as the screen resolution and window size may be different to the actual signage screen, the formatting of the display may be

different. If there is no data to display, and no playlist enabled, then the preview screen will not appear.

Remote View will open a window to remotely view and control this digital signage computer. The window will contain all screens on the computer, even if multiple monitors are fitted. Use the scroll bar to move between screens. See Setup and Install ▸ TightVNC Remote Viewer. This function can only be used if the actual computer name has been used for this screen; it will not work for generic names such as “default”, “lanes” etc.

The Digital Signage software operates in one of two modes –

- **Slide Show Mode**. In this mode, the Slide Shows as defined in the Slide Show Tab are displayed. Information screens, such as Lane Assignments or Results will only appear if they are defined within the slide show.

- **Information Mode**. In this mode, only information screens are displayed. The slide show may be setup to appear within a window in an information screen, but will never appear full screen.

The signage software can automatically swap between modes as information becomes available. For example, Slide Show mode could be used when no Lane Assignments are waiting, but the system can then switch to Information Mode as soon as Lane Assignments are waiting

In addition, when there is a limited amount of information to display, such as a single lane assignment, then that information can be displayed as part of a rotating single line text message at the bottom of the screen, without cancelling the Slide Show.

8.10.23.1.1. Common Settings

Many settings are common to several information screens and are listed here.

Enable Display of Information Screen - enables this information screen.

Display as single line message if less than xx waiting. If less than the shown number of items are waiting, the information will be displayed as part of the single line text messages at the bottom of the screen. If more than this is

waiting, then the information will be shown on its own page. Leave this field blank to always use a full page.
Note that for **Results**, only current results can be shown as a single line message, and only current results can trigger the switch to information mode as below.

If more than this waiting, cancel the Slide Show and show only the Information Screens. If items are waiting to be displayed as a full page (not just a single line), then this setting will force the Slide Show Mode to be cancelled, and the screen to change to Information Mode.

When showing Information Screens –

Display Mode. This is the display mode that will be used for this information screen in Information Mode. In Slide Show Mode, the display is always full screen without a window. The options are –

- **Do Not Display**. The screen will only appear in Slide Show Mode, never in to Information Mode

- **Display without Slide Show**. The information is displayed full screen without a slide show window.

- **With Slide Show is small or large window**. The slide show is displayed within a window within the information screen. The window size can be either large or small. The exact size of the window depends upon the number of columns of information. For example, for 3 columns, a small window is one column wide (or 1/3 of screen), while a large window is 2 columns wide (or 2/3 of screen). For some column settings, there may be no difference between small and large (eg for 2 or 4 columns, the Slide Show is always 1/2 of screen).

- **With Slide Show Auto Size**. The slide show is displayed in a window, the size of the window is automatically selected to minimise the amount of pages occupied by the information. For example, if only a small number of Lane Assignments or Results are present, then the window would be large, but once the number grew so that this would require two pages, the window will reduce to small in order to keep the information on one page.

Display Time. This is the time in seconds to display this information when in Information Mode. The time for Slide Show Mode is set within the slide show itself. Set to) to use the default from the General Tab

Columns. Information screens are generally a list of items and are displayed in columns. Determining a suitable number of columns will depend upon the resolution of the screen, and the chosen text size. Select **Auto** to allow the software to choose a suitable number.

For live scores display, the number of columns determines the number of score sheets displayed across the screen. This will always be an even number to allow for league pairs to be shown side by side. The exception to this rule is 1 column, or 1 sheet per page. Three columns may be set, but only if the last column is used for logo or the slide show, thereby effectively showing only 2 columns of scores.

Text Size. The text size for this information screen can be set to either the default or a specific size. Default is the size used for headings and line messages as set in the General Tab.

Transparent Background. Set this option to make the background of the screen transparent. This can be used to allow video, TV, wall paper or other graphics from other software to show through.

Background Image. Select an image to display for the background.

Background Colour. The background colour is the default colour for the background when no background image has been selected. It is also the base colour of the boxes used to display the information.

Background Text Colour. This is the colour of the text when displayed on the base or background colour.

Titles Colour. This colour is used for the title line at the top of the screen, and for headings within the information columns.

Titles Text Colour. This is the text colour for titles.

Leave last column empty for logo. When this option is set, information will never appear in the last (right most) column. This is useful when the

background image includes a centre logo or the like in this position, as this position is never obscured. Note that if the slide show window is enabled, then it may cover a top portion of the last column, but the bottom right corner will always be clear.

8.10.23.1.2. General Tab

Enable this Digital Signage Screen. Enables this entire screen.

Enable Sound on Movies. This setting enables the sound on movie files within the slide show to be sent to the computers audio system. For computers with multiple signage screens, ensure only one has the audio enabled.

Show Clock on Information Screens. A clock will be shown at the top right of all information screens.

Disable Animated Transitions on Slides. Normally a slide will smoothly transition to the next slide using a randomly chosen transition. For example, it may slide in from one side, or rotate off the screen, or perhaps fade out and the next slide will fade in. However, if the computer or graphics system is not capable of rendering these transitions smoothly, they can be disabled so that he slides simply change instantly from one to the next.

Maintain Aspect Ratio. If ticked, the aspect ratio of the original image is maintained when the image is stretched to fit the screen. This will possibly leave a black border at the top and bottom or sides. If not ticked, the image will always fill the screen in both directions, possible distorting the original image. Applies only to still images in the slide show.

Default Text Size. This is the text size used for the title bar at the top of the screen, and for line messages. It is also the size used for any information screen that selects **Default** as its text size.

Default Slide Show Time. This default time will be used for display of any slides whose time is set to 0.

Default Info Screen Time. This default time per page will be used for any information screens whose time is set to 0.

Screen Position. This selects the position of the signage screen in Windows screen co-ordinates. Usually, **Full Screen** is used to completely fill the screen, but other settings could be used to share the screen with a TV picture for

example. To make a single signage screen span multiple monitors, enter a size that is the total of the combined monitor sizes.

Line Message. This section configures the single line messages that can appear at the bottom of the screen, in both Slide Show Mode and Information Mode.

Display Time. The time each line will be visible before changing to the next line.

Enable default message from Text File. This setting enables the text from the message text file to be displayed, along with any information from other sources such as Lane Assignments or Results.

Show text file only if no other line messages. The text from the file will only be displayed if there are no other text messages from other sources to be displayed.

Message Text File Name. Select a text file to display. The file must be located in the **Touch Desk Signage** folder on the Lane Server. If it is not, it will be copied here, and this copy will be used for display. Changes to the original file elsewhere will have no effect.

Edit Text File. Click here to open Notepad to edit the text file. The text file may also be edited by other programs outside of Touch Desk. See the Text Message Tab to display text full screen.

8.10.23.1.3. Slide Show Tab

This screen is used to add previously defined slide shows to this Digital Signage Screen, and to setup the time at which each slide show is enabled.

For more information on creating or editing slide shows, see Admin ▸ Slide Shows.

Each slide show can be enabled at different times or on different days. Only one slide show can be in use at any one time. The software will search the list of selected slide shows from top to bottom and use the first slide show that is enabled. For example, if the first Slide Show in the list is enabled Monday to

Friday, and the second is always enabled, then the second will only appear on Saturdays and Sundays.

The enabling options are –

- **Never**. The slide show never appears.

- **Always**. The slide show is always enabled. Any slides shows below this one in the list never appear.

- **During Pricing Periods**. The Slide Show is enabled during the selected pricing period only. See Admin ▸ Pricing Periods for more information.

- **During specified time**. The Slide Show is only enabled on the specified days, and for the specified times on those days.

Note that a Slide Show can appear multiple times in the selected list. For example, to enable a show from 9-12 on Monday, and from 10-12 on Tuesdays, add the Slide Show to the list twice and set up these times.

To change the order of slide shows in the list, click on a slide show and drag it to its correct position.

8.10.23.1.4. Lane Assignments Tab

Lane Assignments will show bowlers which lane they are due to bowl on. Only bowlers who have a booking are displayed, and this includes those who are on the wait list, as the wait list is just another type of booking.

There are two types of Lane Assignments –

- **CDE Bookings** – This applies to CDE events such as leagues. Only the team name will be displayed, rather than each individual bowler. The Lane Assignments will appear a set time prior to the start time, and can be set to remain on the screen for some time after the start time to cater for bowlers arriving late. Note that in the event of the League's start being delayed for any reason and the lanes have not been checked in, then the Teams will remain on the Lane Assignments screen beyond the scheduled start time.

- **Other Bookings** – This applies to all other bookings, including the wait list. The lane customer's name will appear on the Lane Assignments screen a set time prior to the scheduled start time. The customer's name

should therefore be set to something meaningful when entering the booking. Once the lane has checked in, the customer's name will flash in red, indicating that their lane is now available and they should proceed directly to their lane. Once bowling starts, the flashing will cease. The names may be left on the screen for a further set time to allow for late arriving bowlers for group bookings.

Note that the maximum time prior to start time is 90 minutes, and maximum time to stay on after the start time is 60 minutes.

Show each lane on a seperate line. Each lane will shown on a separate line, even if they have the same status or customer. Without this option, similar lanes are grouped together. For example, "1-10 Available Now!", rather than 10 separate lines.

Show Unused Lanes with no bookings for next 30 minutes as Available Now. Any unused lanes with no upcoming bookings will appear on the Lane Assignments screen as "Available Now".

For other information on other Lane Assignment settings that are also common to other Information Screens, see Common Settings.

8.10.23.1.5. Results Tab

The **Results Tab** allows for the display of completed game results in a number of simple formats, such as high games, high series etc. For more detailed results from league or tournaments, see the Standing Sheets Tab .

For information on Results settings that are also common to other Information Screens, see Common Settings.

There are two basic types of results –

- **Current Results**. These results consist of the scores from bowlers currently on the lanes. They are displayed for a short time after bowling is completed, and are then discarded. See Lane Information ▸ Results Tab to setup these results.

Range Of Lanes to Display restricts the results for this signage screen to a limited number of lanes. Multiple ranges can be entered. For example: 1-10 21-30. Leave blank to show all lanes.

Show enables this results screen based on the Assign setting in Lane Information ▸ Results Tab ▸ Assign.

Recap Columns. This is the number of columns to display when the results screen includes **Recap** results. As **Recaps** require more column space than other results, this is usually one less than the usual results column count.

- **Long Term Results 1-8.** These results are based on the score sheets saved in the database, and are intended for longer term use, such as monthly jackpots, or yearly leader boards. In order to participate in these results, the bowler's score must have been saved using the Lane Information ▸ Save Score Sheet .

  There are 8 separate events that can be setup. The settings for each are described below. To disable an event, leave both the **Scratch** and **Handicap** options unchecked, or the **Number of Bowlers to Show** as 0 or blank.

Title for this Event. This title will appear as a heading on the signage screen.

Number of Bowlers to Show. Only the top scoring bowlers will be shown in rank order. This specifies the number to show. Note that if the scores are tied, additional bowlers may be shown.

Scratch or **Handicap**. Select the scoring method to use, or select both to show 2 separate events.

Period. Select the period over which to collate the scores. You can display a current leader board using a setting such as **This Month**, even though the month is not over, as well as display the results of last month's leader board using **Last Month.** The options for this month and last month (or week) will display the results as two separate events.

Rate is the rate under which the game was bowled. This can be used for events where the bowler is required to pay to enter the event. Only games that were purchased using this rate will be included.

Customers. Use this option to limit the customers using a customer search. It can be used to limit the customer to juniors for example, or females only, to enable the running of say a Women Leader Board for example. To setup a customer search see Customers ▸ Search .

Note that in order for a bowler's score to be included in these results, they must have bowled using their own customer number. That is, when their lane was checked in, the operator must have used the Bowler Link button to link their name with their database entry. If these results are also based on the bowling rate, it is also important that the correct rate was entered for this bowler, even if their bowling was actually paid for by someone else.

Print Results will print the results for this signage screen. To print the current results for a particular lane or booking only, see Lane Information Screen ▸ Results Tab ▸ Print Results.

8.10.23.1.6. Live Scores Tab

These settings allow live scores from the lanes to be displayed. See Lanes ▸ Modify ▸ Results ▸ Live Scores to enable the collection of live scores.

For information on Live Scores settings that are also common to other Information Screens, see Common Settings.

The overall size of the displayed score sheet is determined by the Columns setting. For example, if columns is 4, there will be 4 score sheets across the screen. The height of the sheet and the text size is determined automatically.

Note that scores are always displayed as pairs (even columns), so some combinations of columns, slide shows and logo display are not valid and will be ignored.

Range Of Lanes to Display restricts the live scores for this signage screen to a limited number of lanes. Multiple ranges can be entered. For example: 1-10 21-30. Leave blank to show all lanes.

Show enables this results screen based on the Assign setting in Lane Information ▸ Results Tab ▸ Assign

Display Format. The score can be displayed in either 4 or 10 frame format, with or without team details and totals. There is also a compact 4 frame display option, designed to fit as many players on a screen as possible, and one showing past games in addition to the current game.

The choice of display format, along with the number of columns will determine how large the text is, and therefore how readable the screen is. Some combinations may give very small text that is only readable close-up.

Note that although the scores will change on the screen as they are bowled, the screen will only update the number of lanes to be displayed or the page of lanes currently being displayed in accordance with the **Display Time** setting. For example, say the Display Time is set to 5 minutes and a new lane is checked in with live scores enabled. This lane may not appear for up to 5 minutes, even though once it appears the scores will update as they are bowled. Therefore, set the **Display Time** reasonably short, even if there is only one page of scores to be displayed.

8.10.23.1.7. Standing Sheets Tab

The results from CDE Leagues can be displayed using this tab.

To generate the standing sheet for a league, follow these steps –

- In BLS go to **Reports**, **Weekly, Standings** then select and view the current weeks standings.
- Click on the **Export,** then **Export** again.
- Select **BMP** as the format
- The **Default location for Export File** must be the CDE subfolder in the Touch Desk Signage folder, which is **c:\Touch Desk Signage\CDE** on the Lane Server computer. If BLS is not on the same computer as the Lane Server, then enter **\\ComputerName\\Touch Desk Signage\CDE** where **ComputerName** is the name of the Lane Server Computer.
- Ensure **Include week number in the file name** is enabled.
- Click **Export It**.

Note that the file name must be of the form ***leaguefilename*__?????__wk*XX*__page*YY*.bmp** where ***leaguefilename*** is the same root name as used for import and export, ***XX*** is the week number, and ***YY*** is the page number. The digital signage software uses this information to identify the file, and any other filenames will not work correctly.

You can use any report, not just the standard Standing Sheet. As long as the filename fits the above pattern the signage software will recognize it and display it. The ***?????*** in the filename can be anything.

Any CDE report can be exported as an image and displayed as part of a slide show. However only files with the correct name can be configured to automatically display when the event is scheduled, using the settings on the Standing Sheet Tab.

For information on Standing Sheet settings that are also common to other Information Screens, see Common Settings.

Show current standings for ?? minutes before event. The standings from the week before will be displayed for this many minutes prior to the scheduled start time of the league.

Show standings during the event. The standings from the previous week will remain on screen during the event. Moreover, if a new report for the current week is present, it will be displayed instead. This allows progressive scores to be displayed, where possible.

Show new standings for ??? minutes after the event. The new standings for the current week will be displayed for this many minutes after the last game is bowled. The scores must imported and the standing sheet generated manually by BLS.

Page Format. There are several options on how the report will be displayed. The best option will depend upon how the signage screen has been setup.

- **1 Page Per Screen** – a single page is displayed on the screen. As most monitors are wide screen, there will be large blank areas on either side of the page. This format is best suited when the monitor is mounted sideways (tall and thin).

- **2 Pages Side by Side** – this is the best format for normal wide screen monitors.

- **½ Page Per Screen** – In many cases, the 2 pages side by side will be too small to read. This option enlarges the report, so that each ½ page fills the entire screen.

- **Top ½ of page only** – this is similar to the **½ page per screen** option, but will only display the top half of the page. This is useful when the report can be condensed to a single ½ page, as the second blank half is never displayed.

Resize Report to Match Screen size. Generally the report should be resized to match the size of the screen. However, in some cases this can cause some distortion of the text. It may be preferable not to resize the report and sacrifice some size, in exchange for a better quality image.

8.10.23.1.8. Price Lists Tab

The price list is a list of items, either as text or images, and their prices. The list is dynamically generated so that its content and pricing can change in accordance with different times or pricing periods.

To display fixed prices that don't change, it may be better to design a custom image and include it in the slide show, as this allows for far more presentation options than the simple fixed format used here.

The Price Lists displayed here, although just simple lists with or without images, can have custom background images in order to provide a pleasing display.

The Price List tab is used to select price lists to be displayed, and to set the times at which they will display. To create a price list, see Admin ▸ Digital Signage ▸ Price Lists.

Use the **Add** and **Remove** buttons to include the required Price Lists in the selected list for this signage screen. Then for each Price List, select the times during which the price list is to be enabled.

The enabling options are –

- **Never**. The Price List never appears.
- **Always**. The Price List is always enabled.
- **During Pricing Periods**. The Price List is enabled during the selected pricing period only. See Admin ▸ Pricing Periods for more information.

- **During specified time**. The Price List is only enabled on the specified days, and for the specified times on those days.

Note that a Price List can appear multiple times in the selected list. For example, to enable a list from 9-12 on Monday, and from 10-12 on Tuesdays, add the Price List to the selected list twice and set up these times.

Unlike Slide Shows, more than one Price List can be enabled at the same time, and will be displayed on separate pages.

To change the order of Price Lists in the selected list, click on a Price List and drag it to its correct position.

For information on Price List settings that are also common to other Information Screens, see Common Settings.

8.10.23.1.9. Text Message Tab

Use this tab to display raw text from a text file. This is useful for displaying text that is created from other programs, or for quickly typing in a temporary message. For longer term fixed displays, it is preferable to create a custom image with the required text, as there are far more formatting and presentation options this way.

File Name. Select a text file to display. The file must be located in the **Touch Desk Signage** folder on the Lane Server. If it is not, it will be copied here, and this copy will be used for display. Changes to the original file elsewhere will have no effect.

Edit Text File. Click here to open Notepad to edit the text file. The text file may also be edited by other programs outside of Touch Desk.

Centre Text. This will centre the text on the screen, rather than using left justification.

Special Formatting.

The signage software will display the text in the file as a series of lines. These lines may be arranged in columns the same as any other information screen. In

addition, some special formatting is available by using the following special characters:

- If a line starts with a back slash '\', then the line is regarded as a header and is displayed in the title colour, rather than the background colour.

- If a line starts with an asterisk '*', then the line will be displayed in a flashing highlight colour.

- If a backslash '\' is encountered within a line, then the text is shown in two columns as a description, plus a value. This is useful for displaying scores, prices, etc. For example: "John Smith\102" will show 2 columns, with "John Smith" in the first column and "102" in the next. A tab character may be used in place of the backslash for compatibility with other programs.

For information on other Text Message settings that are also common to other Information Screens, see Common Settings.

Note that the text screen will always leave room at the bottom of the screen for line messages, even if there are none to display. This ensures that the page formatting of the text message is always the same, regardless of whether a line message is displayed or not.

8.10.23.1.10. Customer Orders Tab

The **Customer Orders** screen is a customer facing screen that will display the orders that are ready for collection and is typically used in snack bars, cafes etc.

The following settings are available in addition to the common settings for all screen types –

- Specify the areas for which orders will be displayed. When multiple areas are selected, a header line will be inserted into the display showing the customer which area to collect their order from.

- Specify whether or not to display additional information such as the customer's name and lane/table number. If not selected, then only the order number is displayed. This setting will depend upon how the ordering system is used with regard to selecting a customer for the sale. If lane or

table customers are used, or the customer's name is entered, then it may be useful to also display this information here.

See Orders for more information on orders.

8.10.23.1.11. Slave Order Tab

The **Slave Order** screen is a copy of the orders screen in Touch Desk. It would typically be displayed in a prominent position in the kitchen or food preparation area, showing what orders are required. There is no user interaction with this screen, it is a slave display only. The orders screen in Touch Desk must be used to mark orders as processed or collected, etc.

If user interaction is required, then use an additional Touch Desk terminal for this task, not the digital signage system.

The only setup required in addition to the common settings, is to specify the areas for which orders will be displayed.

See Orders for more information on orders.

8.10.23.2. Slide Shows

A Slide Show is a collection of images that are displayed sequentially by the digital signage software. Multiple Slide Shows can be created then set to display at different times or on different screens as required.

This screen is used to define the images that make up the slide show. To include the slide show in a digital signage screen, and to set the times at which it will appear, see Digital Signage ▸ Screens ▸ Slide Show Tab.

Name. The name is just any convenient name for this slide show

To **Add** a slide double click on a vacant spot in the slide show or click **Add**.

To delete an image, click on the image then **Delete**.

To change the order of images, drag an image to its correct position in the slide show.

To set the properties of an image, click on the image then enter the properties.

Slide Type. A slide may be any one of the following types. Some of these types are place holders for information displays or blanks screens and do not require a file.

- **None (Transparent).** Use this type to make the slide show become transparent for a set time. Whatever software is running behind the signage software will become visible. This could be the desktop wallpaper, or some other media such as a TV picture.

- **Single Image**. Use this type for a single image of one of the following types –

  BMP, GIF, JPEG, JPG or EMF.

  The image will be resized to fit the screen, but will maintain its original aspect ratio. The quality of the display depends upon the quality of the original image.

  When a number of single images are adjacent in the Slide Show, random transition effects will be used to change from one image to the next.

  For more complete control over transitions, use a suitable program to create a presentation, then save it in one of the movie or flash formats supported by the signage software.

  Although the image will be automatically scaled to fit the screen, the aspect ratio will not be changed. If the aspect ratio of the image does not match the screen, then black borders will appear at either at the top and bottom or sides of the image. To avoid this, use only images with the same aspect ratio as the screen. Generally TVs will be 16:9, while computer monitors may be 16:10. Suitable image editing programs may be used to adjust the image prior to use.

- **Movie**. The signage software will play any movie format supported by Windows Media Player, as long as Windows Media Player has been

installed. Windows Media Player can also be used to play streams from hardware devices such as TV tuners.

- **Web Page**. The signage software can display a web page using Internet Explorer, as long as Internet Explorer has been installed.

- **Local HTML File**. The signage software can also use Internet Explorer to display a local HTML document. This also enables a wide range of other formats, such as PDF as long as the appropriate plug-in for Internet Explorer has been installed.

- **Flash**. Flash files (SWF) are displayed using Shockwave Flash (if installed)

- **Cloud Application Center Page.** Use this setting to display a center specific page from a registered cloud application. See Admin ▸ System Setup ▸ Cloud Apps Tab. To display a lane specific page, see Lanes ▸ Modify ▸ Display ▸ Ext Apps Display. Note that some applications may not support these pages.

- **Info Screens**. This type is a place holder for the various types of information screens. The specified screen will be displayed for the specified time. To configure these information screens, see Digital Signage ▸ Screens.

File Name. Select a file to display. The file must be located in the **Touch Desk Signage** folder on the Lane Server. If it is not, it will be copied here, and this copy will be used for display. Changes to the original file elsewhere will have no effect.

Note that all images added to this folder will be automatically copied over the network to all digital signage computers, so that each computer has a local copy for fast display. For centers with many digital signage computers, such as Touch Score centers with digital signage on all overheads and consoles, copying these files can put a considerable load on the network if large numbers of hi-res (big) files are loaded into this folder simultaneously. Therefore this is best avoided if the center is busy and the network has limited capabilities.

URL. For web page display only, enter the web address. Note that the computers running the digital signage must have internet access for this to work.

Time to Display. This is the time in seconds to display the image**.** For movie files, enter 0 to play the movie to its end, or some other time to interrupt the movie or allow it to repeat. For other types, setting this value to 0 will cause the default time in the General Tab of the Signage screen to be used.

HTML Screen Width. For web pages or HTML documents, this is the number of pixels that constitute the width of the image. HTML documents and web pages will generally resize to just about any width, but sometimes it is practical to determine what width is suitable then use this width regardless of whether the document is being displayed full screen or in a window.

If 0 or blank is entered, the actual screen size will be used. This setting will work for pages that can automatically adjust to any size screen.

For other pages, enter a suitable width, say 1600. The page will then be displayed as it would on a 1600 pixel wide screen, regardless of whether it is displayed full screen or in a window.

Refresh page on every cycle. For web pages, this option will cause the web page to refresh or reload every time that page is displayed in the slide show. If not set, then the page is loaded once and simply redisplayed each time through the slide show. The type and content of the web page will determine the correct setting to be used here. Note that regardless of this option, the page will be reloaded whenever the displayed size changes: for example when changing from full screen to in a window.

8.10.23.3. Price Lists

A Price List is a collection of prices that can be displayed on the digital signage screen. These prices will change automatically as the pricing period changes.

Different price lists can be set to appear at different times, so that the items in the list can better target the expected customers,

This screen is used to create a Price List, which can then be selected for use on a signage screen in Digital Signage ▸ Screens ▸ Price List Tab.

Name is a convenient name used to refer to this price list.

Title will appear at the top of the digital signage screen when this list is displayed.

General Tab

Screen Settings. The screen settings for this price list can be individually set here, or the default settings from the Screens ▸ Price Lists Tab can be used. For information on these common settings, see Common Settings.

Show Prices Including Tax. The price list will normally show the base price for each item, adjusted for the current pricing period. If this price does not include tax, and **Show Prices Including Tax** is ticked, then tax will be added to the displayed price.

However, if **Show Prices Including Tax** is NOT ticked, and the base price **DOES** already include tax, then the tax is **NOT** deducted from the price.

Display Items as Images. The price list will be displayed as a list of images, rather than just text. Each item in the list must have an image associated with it. See Admin ▸ Items ▸ Description Tab ▸ Item Image. When used in this mode, the images will fill the screen, so it is not possible to display a slide show in a window. Also, headings, manually entered lines and blank lines will not be displayed.

Items Tab

Items from the item list can be added to the price list by double clicking on the item or using the **Add** button.

To remove an item from the price list, click on the item them click **Delete Line.**

To change the order of items in the list, click on an item then drag it to its correct position.

Generally the **Displayed Name** and **Price** columns for an item may be left blank, and the name of the item and the correctly calculated price for the current pricing period will be used. However you can override either of these

by entering something in these fields. For example, sometimes a more customer friendly description would be more suitable than the actual item name.

It is also possible to enter prices that are not related to an actual item. Simply **Insert a New Line**, then enter a description and price.

Similarly, it is possible to enter a heading line, by just entering a description and no price on an otherwise blank line.

A completely blank line can also be used to provide a space between item groups.

8.10.23.4. Adding a Digital Signage screen to a web page.

There are a several programs available from third parties that allow you to share a live screen from your computer on the internet. Some will even allow the page to be seamlessly embedded in your web site. By using these to share a Digital Signage screen, you can have live scores, or leader boards or any other Digital Signage screen as part of your centre's web site.

There are some limitations to this approach, so the following tips are provided.

The screen is not interactive, so it is best if just a single page is published. If publishing live scores for example, scale the scores so they fit on a single page. If multiple pages are required, set up a signage screen for each page and share it separately. You can set-up up to 4 digital screens on a single computer, even if only one monitor is connected.

To limit the amount of bandwidth required to constantly update the page, Slide shows and complex background images are best avoided. There are far better ways to include this type of content in a web page.

Most software will allow you to share a single window, rather than just the whole screen. This has the advantage of being able to share an area of any size regardless of the screen size, and does not require an extra screen to be available just to display the digital signage. Turn off **Full Screen** in the Digital Signage Screen setup, and choose an appropriate window size. This size can be smaller or larger than the actual screen size. As only the Digital Signage window is being shared, not the whole screen, it can be hidden behind other programs such as Touch Desk, yet will still be shared correctly to the internet.

8.10.24. Centre Setup

Centre Setup is used to enter the server addresses of each centre so that a Master Touch Desk can interact with each bowling centre.

The Centre Setup information is stored in the local data base at the Master Touch Desk site, so Touch Desk must be in **Remote Master** mode to access the centre setup.

Enter the address of both servers, and the password for the database server. See Database Server Setup and Lane Server Setup for more information.

An IP tunnelling program can be used to connect the Master Touch Desk to the centres securely via the internet. An IP address can be assigned to each database and lane server, and those IP addresses entered in Centre Setup.

8.10.25. Data Exchange

This screen is used to exchange data between a Master Touch Desk and a number of bowling centres. See Multi-Centre Management for an overview.

This screen is only available on the Master Touch Desk that is running on the same computer as the Master Database Server.

The name, centre ID and server IP addresses for each centre must first be entered in Admin ▸ Centre Setup before any data can be exchanged.

A preset list of operations can be saved as a **Data Exchange Task**, and this task can then be run manually at any time using the **RUN** buttons, or scheduled to run at regular intervals.

To create a new **Data Exchange Task**, click **NEW**. Enter a descriptive name for the task, then select those operations that are to be included, and the centres to which it applies. See Data Exchange Tasks for a full description of each operation.

Typically, a single Data Exchange Task would be setup to run overnight, and do all updates to both the Master and centres as required.

A full history of all data exchange is shown in the log file. This file should be checked regularly for errors.

8.10.25.1. Syncing Data

The **Keep Customers Synced** and **Keep Bookings & Customers Synced** options run continuously and are independent of any other Data Exchange Tasks.

When **Keep Customers Synced** is enabled, any customer that has contact information recorded is available for use at all centres. The customer record is constantly synced between the Master Touch Desk and all the other centres. Current balance information is also synced, such that a customer with a current balance in one centre can go to another centre and use that balance.

When **Keep Bookings & Customers Synced** is enabled, all bookings are synced between the centre at which the booking is to take place and the Master. This allows the Master to be used as a centralised booking system for all centres.

As customers are also required for bookings this option also syncs customers as above.
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When either of these syncing options is enabled, the corresponding upload or download option in Data Exchange Tasks will have no effect.

8.10.25.2. Data Exchange Tasks

This section lists each operation that is available within a Data Exchange Task, and how that data can be used.

For some operations, such as downloading transaction (sales) data, the default behaviour is to only download new data that has been created since the last download. However, you can optionally download data from any date forward by using the override option at the bottom of the Data Exchange Task screen.

Operations are performed in the order listed on the Data Exchange screen. Information is downloaded from all centres first, and then uploaded to each centre. In this way a single Data Exchange Task can bring all centres up-to-date with both the Master and each other.

8.10.25.2.1. Centres

This section simply lists the name of each centre that the task is to be applied to.

8.10.25.2.2. Downloads from Centre.

This section lists all data types that can be downloaded from each centre to the Master database.

8.10.25.2.2.1. Regular Downloads

Regular downloads are those that would typically be performed on a regular basis such as nightly.

- **Bookings (not synced).** Use this option to download a static copy of bookings from each centre. This could be used for forward planning of events for example. This option has no effect when full syncing of bookings is enabled. See Syncing Data.

- **Item Balances.** Item Balances include the dollar balance of Trust Funds items, and the number of stockable items on-hand. These balances are kept for each centre, but can be downloaded to the Master for inclusion in reports generated at the Master.

- **Lane Score Statistics.** Statistics used to generate the Center Statistics chart.

- **Local Customers with contact details (Not synced).** This option downloads a static copy of customers with contact details that have been entered at the centre. This is typically used for marketing purposes**.** The customer is not shared with other centres. This option has no effect when full syncing of customers is enabled. See Syncing Data.

- **League Attendance Records.** A copy of all league attendance records is downloaded allowing attendance reports to be generated at the Master. The downloading of customer (or syncing of Customers) should be enabled as the League customer record is also required to generate Attendance reports.

- **Sales.** Sales data can be downloaded to the Master in order to generate income reports. Three levels of data can be used, depending upon the reports required – shift data, transaction data, or Quickbooks files.

  Shifts (requires basic SOE). Shift data will allow whole of shift reports to be produced, but you will not be able to search for individual transactions or filter reports within a shift.

  Transactions (requires basic SOE). Downloading all Transactions will allow the Master to search for any transaction, or to generate reports filtered by any criteria (such as by time, or by operator).

  QuickBooks Files. Downloading the exported QuickBooks files allows this data to be imported into Quickbooks at the Master. Quickbooks can then be used for consolidated reports across all centres. However, if neither the shift data nor the transaction data is downloaded, no consolidated reports will be available from within the Master Touch Desk.

  In order to use either shift data or transaction data to generate reports within the Master Touch Desk, each centre must be using the basic SOE (Standard Operating Environment). The basic SOE includes shared items and area names. It is not possible to do comparative reports unless the reporting categories are shared in this way.

  Using only Quickbooks for comparative reports does not require the SOE, as each centre can simply use the same export account for each category or group, regardless of the actual item codes.

- **Score Sheets.** This option downloads all score sheets from each centre.

- **Local Users.** This option downloads any users created at the centre. There are two reasons for doing this –

  1) These users can then be uploaded to other centres so that a user can log-on at any centre. See Uploads ▸ Users from Other Centres
  2) The user record must be available at the Master Touch Desk if that user is to appear in any reports, such as Employee Time Sheets.

  Note that –

- Users can be created anywhere (at the Master or at a centre), and shared amongst all centres. See also Upload ▸ Users Entered at Master, and Upload ▸ Users from other centres
- If a user changes their password at one location, this new password will be required at all other centres once a suitable Data Exchange has taken place.
- If sharing users in this way, make sure not to create the user twice at multiple centres. Even though the user name may be the same, they will be considered as two distinct users.
- By enabling Upload ▸ Users Entered at Master, and disabling Upload ▸ Users from other centres, you can have a combination of users who have log-on access at all centres (entered at Master) and users that have access only at their home centre (entered at their home centre only).
- If a user is linked to a customer record for contact details, this record is also automatically shared amongst centres whenever the user record is shared.

- **Terminals.** This option downloads the terminal data from the centre. This is required in order to correctly generate reports, as the terminal data includes information such as to which area the terminal belongs, and the name of the terminal.

  Terminal names are appended with the name of the centre, so they are easily distinguished from other terminals with the same name. For example, the **Front Desk** at **County Lanes** becomes **Front Desk County Lanes** at the Master.

- **User Time Sheets.** This option downloads time sheet records from the centre so they can be printed at the Master.

  The User record must be present at the Master in order to access a user's Time Sheet.

  If editing time sheets is allowed, then changes can be made at either the Master or the centre, and the latest change will be shown at the Master. However, changes made at the Master are NOT copied to the centre. Therefore, if time sheets reports are to be generated at the centre, do **NOT** edit any Time Sheet at the Master.

8.10.25.2.2.2. Get Master Items and Pricing

This option is intended to create or update the master item list that is held at the Master Touch Desk, from the item list at a centre. This may be necessary when a Master is first installed for an existing centre, or simply because it may be more convenient to update prices, scan codes and the items list at the centre rather than at a remote location.

Note that you may need to temporarily turn off Admin ▸ Main Tab ▸ Enable SOE in order to actually make the changes at the centre prior to downloading them to the Master.

- **Items**

  Copy All Items – copies all item setting, overwriting any items already at the Master.

  Update Pricing and Availabilty Only – Updates only the pricing and availability information

  Update Scan Codes Only – Updates scan codes only. It is normally easier to enter scan codes at the centre where the physical items are located, than at the off-site Master.

- **Copy Pricing Levels –** Updates Pricing Levels only
- **Copy Pricing Periods –** Updates Pricing Periods only
- **Copy POS Screens –** Updates all POS screens.

8.10.25.2.3. Uploads to Centre

These operations control the uploading of data from the Master to the centres.

8.10.25.2.3.1. Upload Basic SOE

The SOE (Standard Operating Environment) refers to using a consistent configuration (or setup) at all centres.

The **Basic SOE** includes Items and Sales Areas. This information MUST be the same at all centres if the Master is to be used for consolidated reporting. It is not possible to compare income from different centres unless the income is

categorised into the same categories. This requires consistent items lists and sales areas.

However, this does not mean that all centres must sell the same items, or at the same price.

Each centre can choose to use only a subset of the full item list. For example, under Social Bowling, there could be two game types - **A** & **B**. Type **A** may only be sold at one centre and type **B** at another. However as they are both under the Social Bowling group header, the Social Bowling income from both centres can be compared in reports.

Each centre can also vary the price of items sold, the availability of each item, and the POS screens from which the items are selected. See Admin ▸ System Setup ▸ Main Tab.

- **Items and Pricing –** Downloads all item and pricing data, including pricing periods and pricing levels.
- **Sales Area Names –** Downloads the name of each Sales area**.**

8.10.25.2.3.2. Upload Optional SOE

The Option SOE (Standard Operating Environment) is additional settings that you may wish to share amongst all centres. It is not necessary for consolidated reporting.

- **Bowling Styles, Colours, Messages etc –** These option is used primarily when all centres have the same type of scoring, as these settings will vary considerably otherwise. Those centres with a different type of scoring can be excluded from accepting this data. See Admin ▸ System Setup ▸ Exclude Bowling Styles, Colours, Messages

  Additional styles, colours etc can also be entered at any centre, but if it has the same name as one from the Master, the Master one will overwrite it.

- **Customers entered at Master Touch Desk (Not synced).** This option uploads a static copy of any customers entered at the Master to the centre. For example, entries into a promotion or tournament can be entered at the

Master then sent to the centre. This option has no effect when full Customer Syncing is enabled. See Syncing Data.

- **Digital Signage**

  Digital Signage setup can be kept at the Master and sent to each centre. As the setup includes the name of the signage computer, the signage computers at each centre should have consistent names. For example "MAIN SIGNAGE"

  Additional screens, slide shows etc can also be entered at any centre, but if it has the same name as one from the Master, the Master one will overwrite it.

  Digital Signage Screens, Slide Shows and Pricelists - Uploads these settings from the database.

  Digital Signage Resource Files - Uploads all files in the Touch Score Signage folder, such as images, movies etc.

- **POS Screens –** Uploads all Point of Sale screens (key layouts). These can be excluded from any centre that requires a different layout. See Admin ▸ System Setup ▸ Exclude POS Screens

- **Reports Setup** – Uploads the definition of all custom reports. Additional reports can also be entered at any centre, but if it has the same name as one from the Master, the Master one will overwrite it.

- **Sales Area Settings** – Uploads all settings in the Admin ▸ Sales Areas screen, except for area names (which are part of the basic SOE) and table numbers and settings which would normally vary from centre to centre.

- **System Setup –** Uploads all settings from the Admin ▸ Setup System screen, except those on the Main Tab, and the banner for receipts (where the centre name and address are stored).

- **Scorer Resource Files**

  This option uploads files such as images or firmware that is used by the scoring system. These files are stored in the same folder at the Master as they would be at the centre (e.g. \FWFiles)

Frameworx Resource Files
Touch Score Resource Files
XL/Boss Resource Files

- **Users –** This option allows sharing of User IDs amongst centres. See Download Local Users for more information.

  Users entered at Master Touch Desk – Uploads all users that were created at the Master Touch Desk.
  Users from other Centres – Uploads users that were created at other centres, and have been downloaded to the Master.

8.10.26. Reward Programs

Touch Desk supports reward programs whereby customers accumulate credits or points and can subsequently redeem those points for a reward or in place of a payment on a purchase.

Their reward balance can also be used to automatically assign them a new Price Level, which can be used for different pricing such as VIP prices.

Reward points can be set to expire a preset time after they are earned, and/or the whole balance can be expired a preset time after no activity.

Each reward program must be linked to a **reward item**. A reward item is simply an item whose type is set to **Reward Item** when setting up the item.

Each customer's balance of each reward item is tracked and displayed on receipts and in the customer's history.

Customers can earn reward items (points) automatically as they purchase items based on the rules setup for that rewards program.

Similarly, points can be redeemed for purchases in accordance with the rules.

To edit or create a rewards program, click on **Rewards Program** in the **Admin** screen.

See Sales ▸ Using Rewards for making sales that use rewards.

8.10.26.1. Rewards Setup

Name – select a suitable name for the reward program

Main Tab

Link to Reward Item – each reward program must have a reward item that is used to track the rewards (or points) held by each customer. Before selecting a reward item here, you must set one up in Admin ▸ Items. The item type must be set to **Reward**.

Choose a suitable name for the reward item as this will appear on customer receipts.

Reward items can also be purchased the same as any other item. Set the **Available** and **Price** settings as usual if needed, else set **Available** to **No** if they cannot be purchased.

Reward items are generally not shared between multiple reward programs, as there is no distinction between the same reward item that a customer has earned from one program and from another. Therefore use a different reward item for different programs. For example, you may have **coffee points** enabling a free coffee after 10 coffee purchases, and **game points** allowing a free game after 10 game purchases.

Enable earning Rewards – must be set in order to automatically earn rewards from sales.

User level to Redeem rewards – the current user must be this level or higher to redeem these rewards for purchases. Can be set to **None** to disable redemption.

Rules Tab

Rules are used to define how points are earned or redeemed.

All Rules lists all rules that have been defined for all reward programs.

Rules to be used for this program must be added to the list on the right of screen, by dragging or using the **Add** button.

Rules are applied in the order shown in the right hand list, and this order can be significant. To change the position, drag and drop any rule to a new position.

Expiry Tab

Delete reward balances after ? days (all customers). Select the number of days of no reward activity after which the customer will lose their reward balance. Enter 0 to never delete. For example, if this is set to 365, then any customer that does not redeem or earn any points for a year will lose all their points. However, if they earn or redeem even 1 point, they will keep their entire balance.

The reward option on the **Items** tab of the **Customer Search** screen can be used to find customers whose points are about to expire and send them a message. Select customers with a balance >1, and with no earnings or redemptions over the default period and set the default period to the last x number of days, where x is less than the number of expiry days.

Delete Reward Balance after ? days (temp customers, no contact details). This setting is used to delete rewards balances similar to above, but only applies to temporary customers, for whom no contact details have been recorded. This is typically set to 1 for rewards such as the tickets earned from bowling. If the bowler does not register their details, then any tickets earned must then be redeemed that same day.

Delete Reward Points older than ? days for all customers. This option will only delete old points that have not been redeemed after a set period. When viewing the customers reward transactions in the Customer's screen, the removal of points is shown as "EXPIRED"

Pricing Level Tab

Reward Points can also be used to change a customers default pricing level. For example, customers with a high balance may be assigned a VIP Price Level and receive cheaper prices.

Up to 4 levels different pricing levels can be setup to match 4 different balance levels.

As each of the upper 3 levels is reached, a message can be automatically sent using the messaging system to welcome customers to their new status. Messages are only sent when moving up to a new level, not when downgraded from a higher level as might happen when points expire or are redeemed.

New Price Levels are assigned overnight, so will usually only apply to the customer's next visit.

Touch Desk will automatically move customers from one price level to another only if they are already on one of the listed price levels. If a customer is already set to a level that is not listed, Staff Discount for example, then their level will not change.

The first Price Level is usually set to **Base Level,** as this is the default for new customers.

8.10.26.1.1. Reward Rules

Name – enter a suitable name for this rule.

Type Tab

Rule Type – each rule can be used to either earn or redeem rewards.

If this rule applies now, then after processing either process next rule on the list or do not process any more rules.

When searching for an earning or redeeming rule, Touch Desk will scan the rules for this program in the order they are listed on the Rules Tab. Once a rule is found that applies at the current time, either of two things can happen. Touch Desk will either continue scanning the list for more rules to apply, or stop looking for more rules.

For example, if you have a special rule you wish to apply for a single day, say a Halloween special, then you can put this rule at the top. In this case you would want all processing to stop and the rules lower down the list will not be used on this day.

Alternatively, you may have many different rules that all must apply at once. There could be rule that allocates points based on games purchased, and another that uses individual amounts for other items. In this case you would not want processing to stop at the first rule.

Note that when searching for earning rules, any redeeming rules are ignored even if they are set to stop processing. The converse applies when searching for redeeming rules.

When earning rewards, multiple rules can be used to earn points from the same sale item. The earned amount will accrue as per each rule. If this is not desired, make sure the sale item is enabled only in the rule that you wish to apply to it.

For redeeming, only the first rule that this specific item applies to will be used to calculate the rewards required for redemption.

A line item in a sale cannot be used to earn points while it is being used to redeem points. For example, if a coffee earns 1 reward, and costs 10 rewards to buy, then the customers will need to buy 10 coffees before they get a free coffee. They will NOT earn a point on their free 11th coffee.

However a sale can consist of mixed items where some line items earn points while others are being redeemed.

When Tab

This tab determines when the rule will apply. Multiple options are available including by date, day of the week, time and matched to a pricing period.

If it is not possible to define the time period here using a single rule, then multiple rules can be used.

Earn Tab

The following settings determine how many rewards are earned for each item that is enabled on the Items Tab. Only one setting can be selected per rule. To combine different settings for different items, use multiple rules.
Power mode

Use custom amount for each item – the amount earned is set individually for each item in the Items Tab.

Per Item – the amount earned is a fixed amount per item sold.

Per $ - the amount is a fixed amount per dollar value of the items sold.

Include Tax – the dollar value used above includes tax.

Per game of bowling – the amount earned is based on the number of games purchased.

Per hour of bowling – the amount earned is based on the hours of bowling purchased.

These amounts are calculated on the total sale, not per item, and rounding can make the result different than expected. For example, say an item is set at 1 point per dollar, and priced at $1.99. The sale of one item will earn 1 reward. The sale of 10 items **in the one sale** will earn 19 (not 10 x 1) rewards. This can cause seemingly odd (but correct) amounts to appear as "average" earned in the Rewards Report.

Redeem Tab

Items can be purchased using rewards, or a mixture of cash and rewards.

The number of rewards required can be set as below.

Use custom amount for each item – the amount required is set individually for each item in the Items Tab.

Per Item – a fixed amount per item sold

Per $ - an amount calculated based on the price (rounded up). As the dollar price can vary with pricing levels and periods, so too will the amount of rewards required.

In return for this number of rewards, the price of the item is reduced by the percentage shown here. If the item is to be purchased with rewards only and without any cash, then the discount would be 100%.

Note that even if an item can only be purchased wholly with rewards, a realistic dollar price should still be entered when setting up the item. This allows the effective cost of the redemption to be calculated for reports, based on this price being discounted by 100%.

Items Tab

All items that can partake in earning or redeeming rewards are listed. This includes **NORMAL** type items, but does not include other special types such as **PAYMENTS**, **TRUST FUNDS** etc.

COMBO type items are also not included. To include **COMBO** items in rewards programs, apply the rules to the items that make up the **COMBO** instead.

Each item can be enabled or disabled individually. To enable or disable an entire group, click on the group header.

When setting up a redeeming rule, or an earning rule with custom amounts, an individual reward amount can be entered for each item or group.

8.10.26.2. Arcade Games.

Touch Score can operate similarly to an arcade game, whereby tokens or coins are used to purchase games, and tickets are awarded during play that can subsequently be redeemed for prizes. As the functionality of these tokens and tickets is very similar to a rewards program, reward items are used to track both tokens and tickets in this scenario.

See Admin ▸ System ▸ Arcade Games to select a reward item for both tokens (used to pay for games) and tickets (awarded during play, redeemable for prizes).

8.10.27. Message Center

The Message Center can send emails and SMS message to customers on demand, on a schedule (such as a weekly newsletter), or in response to triggers (such as a booking reminder).

SMS messages are just text only, but emails can be fully formatted HTML emails with embedded images and attachments. The attachment can be a Touch Desk report or an externally generated file such as a newsletter.

Messages are built from a template, which is then customised for each customer prior to sending.

Replies from customers can be automatically processed to identify simple responses. For example, ask the customer to reply “unsubscribe” to unsubscribe from a newsletter, or reply “yes” if interested in an offer.

The Message Center is designed to provide rich customer communications, without requiring the expense of maintaining web servers.

8.10.27.1.1. SMS

Touch Desk can send and receive SMS messages. By default, this is done via an SMS compatible modem. See Message Center ▸ Setup ▸ SMS.

Touch Desk can also use its Cloud Apps interface to upload SMS to a bulk SMS provider. For more details on this method, please contact us to see if your bulk email provider is compatible. Contact support@akmicro.com.au

SMS modems are generally limited to sending 30 or so messages per minute, so these should not be used for large bulk messages. SMS is best suited for immediate reminders, such as booking reminders, or order ready messages.

The message center will display any incoming SMS, and can be used to send an ad-hoc message (no template) to a customer at any time via a button on the customers screen.

8.10.27.1.2. Emails

Touch Desk acts as an email client, and must be connected to your email service provider by suppling the necessary server names and passwords, as with any email client. See Email Servers

Touch Desk is NOT intended to replace your email client program. A suitable client (such as the Windows Mail App or Thunderbird) must be installed and configured in order for some functions to work correctly. See Message Center ▸ Setup ▸ Emails.

Touch Desk will use this client when sending ad-hoc emails, or when replying to incoming emails. This client app should be used for sending and receiving emails outside of Touch Desk. Touch Desk then provides the following additional capabilities –

- Generation of outgoing emails based on templates
- Processing of incoming replies to these emails.
- When replying to an email from within Touch Desk, or sending a new ad-hoc email, Touch Desk will open a new email screen in the client program that is pre-populated with the customer's name and email address. In the case of a reply, the original text is preloaded into the body of the email.
- Tracks all incoming and outgoing emails, even those generated by an external client, and assigns each to the appropriate customer where possible. This allows the message history for an individual customer to be displayed in the customers screen.

Emails are suitable for large messages with lots of graphic content or attachments. However immediate delivery is less assured than with SMS.

If sending very large numbers of emails with lots of large repeated content (such as a newsletter) consider posting this content on a web page and using links in the email to minimise the size of the email, and therefore the time taken to send it.

Emails also provide much better tracking of replies than SMS, as the subject line can contain an embedded code to link an email trail together. For SMS, any reply is assumed to be in response to the last SMS sent to this number.

8.10.27.1.3. Inbox

In **Inbox** displays incoming messages. Messages can be flagged as **Read** or **Unread**. By default, only unread messages are displayed, but this can be changed by changing the filter at the bottom of the screen.

The order of the displayed list can be changed by clicking on the column headers.

To view a message, double click on the message or click **View**. Viewed messages are NOT automatically marked as read, as it likely you may wish to leave them unread for someone else's attention. To mark as read, click **Mark as Read** then **OK** to close the message. For email messages, you can also choose to **Archive** the message.

Click **Reply** to reply to a message. Note that replying to an email requires an external email client to be correctly installed and setup. See Setup ▸ Email

SMS messages are sometimes displayed with a "subject" field, even though SMS does not support sending or receiving a separate subject field. However Touch Desk does use the subject field to show the results of any automatic reply processing that has taken place.

When viewing a message, the buttons beside the sender/receiver will find that customer and display them in the Customers Screen.

The button beside the "Attach" line will open the attachments using the default Windows app for that file type.

Messages for a specific customer can also be viewed in the Customers screen for that customer.

8.10.27.1.4. Outbox

The **Outbox** displays all messages waiting to be sent. The **Status** field is as below -

Disabled – The template for this message is disabled. The message will not be sent.
Ready – message is ready to be sent and should be sent shortly if everything is setup up correctly.
Retry – an error has occurred. The message will be retried.
Failed – All retries have also failed. The message will not be sent. Select the message then click **Retry** to try again.

If the message type (SMS or Email) is shown with a "!", then this is a high priority message. These messages will be sent first. Touch Desk assigns high priority to messages based on their function.

Click on the column headers to reorder the list. This affects the viewing order only it does not affect the order in which the messages will be sent.

Click **View** or double click on a message to view it.

Messages for a specific customer can also be viewed in the Customers screen for that customer.

8.10.27.1.5. Sentbox

The **Sentbox** displays messages that have been sent, subject to the filter selected at the bottom of the screen. Be wary of setting this filter to "all" as it may take some time to display if there are many messages.

The displayed order may be changed by clicking on the column headers.

Click **View** or double click on a message to view it.

Messages for a specific customer can also be viewed in the Customers screen for that customer.

8.10.27.1.6. Message Templates

Message templates are used to generate emails or SMSs (messages) that are customised for each customer. The customisation can include attaching different files or reports, and replacing "merge fields" with actual data. For example, inserting the customer's name, credit balance, reward points, booking time etc into the text of the message.

Messages can be generated from a template in several ways –

- **Manually**. Select the template then click **Create Messages**. A message for each customer in the recipients list (as shown on the **Recipients** tab of the template) will be generated and placed in the **Outbox** ready for sending.

- **Automatically**. Messages can be generated according to a schedule, as per the settings on the **Auto** tab of the template. The recipients list can be regenerated each time based on the result of a customer search.

- **Triggers**. Templates are also used to generate messages from various other parts of Touch Desk in response to defined triggers. For example, a booking reminder is triggered when a booking is near. In these cases, the recipient is defined by the trigger (eg the customer for the booking in this case) and the recipients shown on the **Recipients** tab are ignored.

Warning! Touch Desk can very quickly generate and send large numbers of messages. When creating a new template, always test on a single or small number of recipients first. The templates should be disabled and messages previewed in either the **Recipients** tab or the **Outbox**. Only enable the template once you are sure everything is ok.

Template Name is a user friendly name for this template.

8.10.27.1.6.1. Main

Enable this message template. When a template is disabled, messages will not be created in accordance with the **Auto Send** schedule. Any messages manually generated (by **Create Message** or triggers) will be left in the Outbox and not sent. They will be labelled as "disabled" in the Outbox.

Note that templates are automatically temporarily disabled while they are being edited.

Priority. The priority of these message can be either high or low, and low priority messages can be inhibited during the blackout period.

- **Low (blackout applies)** – lowest priority, will not be sent during the blackout period
- **Low (no blackout)** – same priority as above, but will be sent during blackout periods.
- **High (no blackout)** – always sent as soon as possible, regardless of blackout period and will be sent ahead of any low priority messages in the queue

Subscription Group. Each template can belong to a subscription group. If a customer unsubscribes from a specific group, then they will not receive any

messages from any template belonging to that group. For example, there might be a “Newsletter” or “Tournament Invitations” group.

Subscription groups can be defined in Message Center ▸ Setup ▸ Subscription.

A customers unsubscribe list can be found in Customers ▸ Messages Tab.

Message Type. The message type can be either SMS or Email, or can vary depending upon whether the customer has a valid email or SMS, and the customer’s preference.

The customer’s preference is set on the Customers ▸ Contacts Tab, but may also be set by the customer. See Message Center ▸ Message Templates ▸ Managing Replies

Send only to confirmed SMS or Email addresses. SMS and email addresses are initially unconfirmed. Once a reply has been received, they will be marked as confirmed. The confirmed status can also be manually set on the Customers ▸ Contacts Tab.

Typically you would send a welcome message to all new customers asking them to reply to confirm their email address or SMS number. This welcome message would be set to NOT require a confirmed address. Subsequent messages would be set to require a confirmed address.

Send personalised email to each recipient? For emails only, there is the choice of sending a separate personalised email to each recipient, or sending just one email with all the recipients copied in as BCC (blind carbon copy). A single email could be used for non-personalised content such as a newsletter, where as a personalised email would be used for booking reminders, customer statements etc. This setting only applies when sending **Manually** or **Automatically** to the recipients list. When this template is triggered by events elsewhere, the type (personalised or not) is fixed by the applicable trigger (eg Booking Reminders are always personalised)

Reply To. For emails only, the reply to address is usually the same as the sender as setup in Email Servers. However, a different reply to address can be set for each template. For example, you may wish to redirect replies to a tournament invitation to the tournament co-ordinator.

BCC. A BCC (blind carbon copy) address may be added to any template. If more than one address is to be included the addresses should be separated by a comma.

Date Range for generating data. Each time the template is used to create messages for all recipients, a date range (start and end date) will be calculated based on the settings here. This date range is used when running a new customer search to find recipients, and for calculating values to be used when customising the message.

For example, say the period is set to **Previous Month**, and the customer search was set to find anyone who had bowled during the default period. Then each time the template was run it would be sent only to bowlers who had bowled in the previous month.

The template could also use merge fields such as GAMESBOWLED, and these would be calculated as the number of games bowled during that month.

Fixed Dates is used to define a range that does not change each time the template is used. All other settings are relative to the date the template is used.

8.10.27.1.6.2. Content

Subject. This is the subject line for an email. You can use merge fields to customise the subject. See Merge Fields

Attach. This is a list of files to be attached to the email, separated by commas. Use the button to add files. This will add them to the list and copy them to the correct shared folder. Merge Fields can be used in determining the file to be attached, and these files need to also be located in the same shared folder.

SMS Text – This tab contains the text that is to be sent in an SMS message. Merge Fields may be used.

Email Text – For text emails, enter the text to be sent here. Text can be cut and pasted from external sources. Merge Fields may be used.

For HTML emails, this tab will contain the text automatically extracted from the HTML when it was imported. This text can be edited after import if desired. When a HTML email is sent, this text part is also sent for those users that are unable to view HTML emails.

Email HTML – The content of an HTML email will be displayed here. HTML content must be created externally to Touch Desk and then imported. Merge Fields may be used within the text content of the HTML.

Virtually any program that can create HTML files should be suitable for creating these messages. One important condition is that they must be able to store all support files (such as images) in the same folder as the HTML source and reference them directly.

An example of such a program is KompoZer (free). Be sure to set the **Save images and other associated files when saving pages** option.

Regardless of the program used, a few simple rules must be followed –

- Keep the HTML content as small as possible. Some programs like MS Word will create huge files by default, full of unnecessary tags.
- Do not embed images or other large content directly in the HTML file. They should be separate files and must be located in the same folder as the HTML source. When importing, be sure to include all necessary image files or the content will not display correctly. Note that HTML content is stored directly in the Touch Desk database, whereas support files are stored elsewhere.
- Do not use images to contain the basic text of the message. Some users may not be able to receive HTML messages and will see only the text extracted from the message as shown on the **Email Text** tab.
- **IMPORTANT** send yourself an email from the template and check it looks ok on both desktop and mobile devices before sending to customers. What may look ok in the preview screen in Touch Desk (which uses an internet explorer browser) may not work with some emails clients.

Import HTML. Use this to import the HTML content. Select both the **.html** source file and all associated files such as images.

To clear the HTML and revert to a text only message, click **Clear Body**.

Merge Fields

Merge fields refer to merging the template with data to create a customised message. For example, the template text may contain “Hello

{FIRSTNAME}". The actual message will contain "Hello" then the customer's actual first name.

Use the **Insert Merge Field** button to display a list of possible fields. Double click on one to insert it into an email text or SMS message at the current cursor position.

To insert a field into a HTML message it must be manually input when creating the HTML file externally.

Note that not all merge fields will be valid for all messages. For example, **Booking** merge fields are only valid when the message is associated with a booking. This will apply when it has been specifically called in relation to a booking (eg a booking reminder) or if the recipient list is based on a customer search for bookings that meet a certain criteria.

Likewise **Item**, **Trust**, **Reward** and **Locker** type fields only apply when the list is based on a search for one of these items, or when used in application specific messages.

Generally only one Booking/Item/Reward/Trust/Locker will be used in any one message. If a separate message is required for each case (e.g. a separate message for each booking that the customer has during the period) then ensure that the customer search does **NOT** have **No Duplicates** set.

Some fields such as **REWARDTRANS** may produce a multiline list of transactions, rather than a single value. These types of fields are best suited to HTML emails, where the FONT can be set to one that is fixed spaced rather than proportional spaced. A fixed spaced font will ensure the columns of each line line-up correctly.

Always preview a new message from the **Recipients tab** to ensure all merge fields are valid before actually sending the message.

8.10.27.1.6.3. Auto

Auto Send Schedule. When set, the template will be used to create messages to all recipients at the times defined by the schedule.

Next Due is the time and date at which it will next run. This will be updated after each run in accordance with the **Frequency** setting, up until the **Repeat Until** date or forever if **Indefinitely** is ticked.

On Attachment Update will run the template whenever the file listed as the attachment has been updated. Note that if there are multiple attachments, only the first attachment is checked for updates. Therefore when updating multiple attachments, update the file first in the list AFTER the others have been updated.

Use Customer Search to create a new list of recipients each time the message is sent. The recipients list can be simply a static list of customers that never changes, or it can be updated each time the template is run by running a customer search.

Once a search is selected, you can also run it immediately by clicking **Search**. The results will be displayed on the **Recipients** tab.

Always add the customer below to the list. Use this option to add an additional customer to the list. This is typically used to send yourself a copy as a record of each run. Find the appropriate customer in the customer screen, then click **From Cust** to set.

8.10.27.1.6.4. Recipients

This screen displays the current recipients list. You can preview a message for any recipient by double clicking on them or using **Preview**.

View this list in the Customers screen. Displays all these customers in the Customers Screen

Add customers from the customers screen. Use this to manually build a list of recipients. Find the recipients in the Customers screen using a search or any other method. Then either **Add All** to add all customers on the customers screen, or **Add Selected** to add only those selected.

8.10.27.1.6.5. Manage Replies

Touch Desk can automatically process replies from customers. In order to do this, it must identify the message that is being replied to.

For emails, the subject line contains an identifier that allows each reply to be correctly associated with the message that was sent and the customer it was sent to.

For SMS however, there is no way to accurately associate a reply with a message. So the reply is assumed to be in response to whatever message was last sent to that number. Likewise, there is no accurate way of identifying the customer that made the reply, other than by matching the SMS number with the customer database. For this reason, there should never be more than one customer with the same SMS number enabled.

Replies are processed by looking for one or more keywords or key phrases in the reply. Keywords and phrases are not case sensitive.

For SMS, the entire reply is scanned for keywords.

For emails, only the first non blank line is scanned. Email replies often include a copy of the source email, and looking beyond the first line could encounter the keyword in the instructions to the customer.

When a reply is processed successfully (at least one keyword is found) then it will be marked as read. The subject line will include a short description of what was processed e.g. [unsubscribed newsletter]

If no keywords are found, the message will be left as unread and should be manually dealt with. The subject will include "[unable to process]".

Unsubscribe if "unsubscribe" keyword found? If **unsubscribe** is found in the reply, this customer will be unsubscribed to whichever subscription group this template belongs.

Allow change of preferences with "no preference","prefer email","prefer sms"? If any of these key phrases is found, then the customer's messaging preference will be changed accordingly. See Customers ▸ Contact ▸ Preferences

Customer Flags. Customer flags are simply a way of flagging or marking a customer. Flags can be used in customer searches to return only those customers with a specific flag set or not set. See Customers ▸ Details Tab ▸ Flags. A typical use of flags would be to invite customers to a tournament or event, and gather the replies automatically.

A flag may be set or cleared if any of the keywords or phrases entered is found in the message. To enter multiple keywords or phrases for a single flag, separate them with a comma.

For example if "**yes I will attend, confirmed**" is entered, then the flag will be set if the key phrase "**yes I will attend**" is found, or the keyword "**confirmed**" is found. If only the words **yes**, **I**, **will** or **attend** are found elsewhere, the flag is not set. The case (upper or lower) of the phrase or keyword is not relevant.

8.10.27.1.6.6. Clean Up

Unless cleaned up, messages are kept in Touch Desk forever. Emails in particular can consume considerable space and therefore should be deleted after a set time.

In addition to the settings here, there is a general message cleanup option in Database Cleanup that applies to ALL templates and also messages that are not associated with a template.

Typically the Database Cleanup option would be set fairly long, say 3 months. Then any templates that are not required to be kept can be set lower, say 7 days.

In particular, sales receipts can take up considerable space. They are created as PDFs by the PDF printer driver, and some drivers such as the default Microsoft one will create unnecessarily large files. However there is no need to keep these for long, as they can be re-generated at any time. Therefore set the clean up times on these messages to something short.

For long term storage of all your emails, we suggest you use an email provider that has this capability, or an email client that keeps all archived messages.

Note that the Touch Desk database keeps only a copy of the basic content of templates and emails. Other support files such as embedded images in HTML emails, or attached files are not kept in the database, but in the Lane Server Data\Messages folder. The message cleanup function will also delete unwanted files from this folder.

8.10.27.1.7. Setup

8.10.27.1.7.1. Email

Setting up the system for emails requires that a suitable email client app is installed and connected to your email service provider. Touch Desk must then be configured to connect to the same provider. See Message Center ▸ Setup ▸ Email Servers to connect Touch Desk.

Although the Windows Mail App that comes with Windows can be used as the email client, we recommend using the free Thunderbird client from Mozilla. It allows replies and new emails generated from Touch Desk to be formatted better.

Whichever email client is to be used, it must be set as the default Email program in Windows, and connected to the same email account as Touch Desk. The email client should use IMAP (not POP3) to collect messages from the server, as this allows better interaction with Touch Desk.

Both the email app and Touch Desk will display all received messages in their respective Inbox. When a message is read or archived on either, it will be shown as read or archived in the other.

Touch Desk will also scan the Sent mail box of the server looking for emails sent by the email app, and save a copy in its database. These messages will be assigned to the appropriate customer based on a matching email address or a customer ID embedded in the subject line.

Touch Desk will embed either a customer ID or a message ID in the subject line of all outgoing emails. These IDs are used when a reply is received to ensure the reply is matched to the correct customer and message.

Enable Emails. Must be enabled to setup, send and receive emails.

Move "read" messages to Archive mail box. When Touch Desk successfully processes a reply from a customer, it will mark the message as "**read**". Selecting this option will cause it to also move the email to the **Archive** folder on the server.

When sending emails via an external client – These options affects how Touch Desk uses the email app to send emails. Both settings can be enabled for Thunderbird. Both should be disabled for the Windows Mail App as it does not currently support either.

Add display name to recipient email – The recipient is shown with their proper name, not just an email address.
Add email body to reply email – when replying to an email, a copy of the original email is included. Note that all replies are text only. So if the original email was HTML, a text version of the original will be included. The text version will contain the relevant text, but no images or page formatting.

8.10.27.1.7.2. Email Servers

Name of "Archive" mail box. Use this option to select the mailbox that is to be used as the Archive mail box. The actual mailbox used will vary depending upon your email provider. It may also be a temporary folder only such as "Bin" which is emptied regularly.

You can view the list of available mail boxes by clicking **Test Connection** after your IMAP server has been setup. The acrhive drop down will now contain a list of choices.

The Archive mailbox is used in two ways –

- Read emails can be moved here.
- Touch Desk will scan this mail box for newly received mail that may have been moved here by another email client before Touch Desk had retrieved it from the Inbox.

Incoming IMAP Server

Enter the setup details for IMAP as provided by your email provider.

Use TEST CONNECTION to test basic connectivity.

Note that this function will attempt to establish a connection from the current computer. However, emails are actually sent from the Lane Server computer. Differences in network setup may mean that this test may fail when a connection from the Lane Server is ok, or vice versa. However it is still a useful tool to check the settings assuming the network connection ok.

Outgoing SMTP Server

Enter the setup details for SMTP as provided by your email provider.

Use TEST CONNECTION to test basic connectivity.

See notes above in IMAP server regarding testing from this computer versus the lane server.

8.10.27.1.7.3. SMS

The SMS system needs to convert numbers as entered in the database to internationally formatted numbers as used by the SMS system. It does this by using the rules below.

Enable SMS. Must be enabled to setup, send and receive SMS messages.

By default, Touch Desk requires an SMS modem to send and receive SMS messages, and the setup for this is described below.

Note that Touch Desk can also use its Cloud Apps interface to upload SMS to a bulk SMS provider. For more details on this method, please contact us to see if your bulk email provider is compatible. Contact support@akmicro.com.au

Terminal. This is the Touch Desk terminal to which the SMS modem is connected. Any Touch Desk terminal can be used, allowing the modem to be placed in the most suitable position for best reception.

Com Port. The modem can connect via either an actual serial com port or a USB virtual comport. In either case, enter the com port number here.

8.10.27.1.7.4. Subscription

Use this screen to define the subscription groups.

Many templates can belong to each subscription group. If a customer un-subscribes from any template within a specific group, then they will not receive any messages from any template belonging to that same group.

For example, there might be a “Newsletter” or “Tournament Invitations” groups.

8.10.27.1.7.5. Blackout

A blackout period can be applied to prevent Touch Desk from sending emails and or SMS during the middle of the night. Not all users leave their phones on silent overnight, and unwelcome messages in the middle of the night can be annoying.

Select the hours for the blackout here, and whether it should apply to emails, SMS or both.

Note that the blackout only applies to some low priority messages. See Message Templates ▸ Priority.

Some internal messages such as password resets, or transaction receipts that would normally mean that the customer is present, will still be sent immediately (with High Priority)

Note that the blackout only affects when Touch desk attempts to send the message. Touch Desk has no control over when the service provider may actually deliver the message.

8.11. Log On

Use this screen to log on to the system using a valid user name and password. See Admin ▸ Users to setup users.

If no users have been setup since the system was installed, use **Owner** as both the login name and the password. In order to keep the system secure, this password should be changed as soon as possible. See Admin ▸ Users.

The title bar at the top of the screen will show the user that is currently logged on, and the time of their previous log on, and when they last clocked-in. Each user should check that the time of their previous log on is correct. If it is not, then someone else has used their password to access the system. They should immediately change their password and notify management of a security breach.

The system can be setup to automatically log a user off after a preset time of inactivity. See Admin ▸ Terminals ▸ General. It is important that any terminals with cash drawers are not left unattended and logged in, as anyone could then open the drawer.

To speed up the process of logging in, the last 8 most recent users can be displayed on buttons on the logon screen, and selected with a single click. Only the password is then needed to complete logon. See Admin ▸ Terminals ▸ Screens ▸ Show Recent Users.

8.11.1. Clocking In and Out

The Logon Screen also allows the user to clock-in at the start of their shift and clock–out at the end. These times are recorded and used to generate Employee Time Sheets. Some centres may also require users to clock out for breaks, then clock back in again when their break is over.

Clocking In and Out is different to logging on and off. Clocking In is used only to generate employee time sheets, whereas logging in is required to access the system. It is not necessary to login in order to clock-in, and vice versa.

However, whenever a user logs in, but is not clocked on, a reminder will appear. If Time Sheets are not being used, each user can simply clock-in once

and remained clocked in forever, thus avoiding this reminder message each time they log in.

See General Reports ▸ Employee Time Sheets to print time sheets, and Admin ▸ Edit Time Sheets to manually edit the clock in and out times.

8.12. All Off

The ALL OFF screen is used to shutoff all pinspotters in a single operation.

WARNING! Because of the limitations listed below, instant and permanent shutdown of the pinspotters can NOT be guaranteed. The All Off function does NOT replace other safety systems, such as a beam to detect patrons walking down the lanes, or a master STOP button to kill power to all machines instantly.

The machines may not shutoff instantly as some centres may be fitted with time delays, or may not even be wired for pinspotter control.

The machines may not remain off, if a booking subsequently checks in or starts automatically.

The ALL OFF screen will not be available if Touch Desk is not running, or the computer is in sleep or hibernation mode, or the Windows user is not logged in, or communications with the scoring equipment has been lost.

Sometimes, there may be other windows or programs open that prevent immediate access to the **All Off** screen. Generally pressing the **Esc** key, several times if necessary, will quickly close all open Touch Desk windows and allow access to the **All Off** screen. Touch Desk cannot control other programs that may prevent or delay access.

To restart the pinspotters, go to Lanes ▸ Modify ▸ Other Tab ▸ Pinspotters On as usual.

To better ensure patron safety, centres may wish to consider fitting a master kill button at the front counter, and a device that can detect patrons approaching the machines. Both should shut off all power to the machines instantly, not via computer control, and remain off until reset by the operator.

9. Messages

9.1. Touch Desk Messages

This section lists the messages that might appear in Touch Desk in alphabetical order.

Clicking on the help button when a message is displayed will open this help file at the correct page for that message.

- **A Cash Item has not been setup for this terminal!** Each terminal must have a Cash Item defined, which is used to accrue the amount of cash sales. See Admin ▸ Terminals ▸ Cash Item.

- **Access to Cloud Apps is an ongoing service that is currently offered on a trial basis only. Charges may apply for continued access at a later date.** Access to Cloud Apps is a subscription service, as it requires ongoing support of various online services. This message indicates that Cloud Apps are currently being accessed on a trial basis. There is no charge from A.K.Microsystems during the trial period, although various third party service providers may charge for their services. At the end of the trial period, continued access to cloud apps may require an ongoing subscription fee. Contact your supplier for details.

- **A Customer Accounts item has not been setup!** A special item must be defined to accrue sales that have not been fully paid for. See Admin ▸ System ▸ Customer Accounts Item

- **An error has occurred with automatic backups. See the backup log for details.** The latest automatic backup failed. See the log file in Admin ▸ Backup and Restore for error details.

- **An immediate backup request has been sent to the database server.** This message appears whenever a backup has been requested from a Touch Desk that is installed on a computer other that the database server. As only the database server can perform the backup, a request has been sent to that computer.

- **A Rounding Item has not been setup.** If automatic rounding of cash is to be used, there must be a Rounding Item defined to accrue the round up amounts. See Admin ▸ System ▸ Rounding Item

- **A User cannot delete themself!** It is not possible for a user to delete themself from the users list. Only another user can delete them.

- **Already Checked In !** All of the selected lanes are already checked in. The lane must be checked out before checking in a new customer.

- **Already Checked Out !** All of the selected lanes are already checked out.

- **Banking Variance Item not set**. The banking does not match sales, and there is no item for accruing this amount. This may also generate subsequent "Item -1 not found" errors. See Setup ▸ Terminals ▸ Banking Variance

- **Booking for ???? is on these lanes at ????. Continue with Check In anyway ?** This is a warning that the booking shown is scheduled on these lanes within the next half an hour, or the last half hour but is running late. Click **Ok** to continue with the current check in anyway, or **Cancel** to abort.

- **Booking for ???? is on these lanes from ???? to ???.** This is a warning that the booking that has just been created overlaps an existing booking.

- **Bowler has started bowling this game and cannot be deleted. Pause the bowler instead if no longer bowling this game.** This message appears when a bowler's name on the bowler or score sheet tab has been removed in an attempt to delete the bowler, but the bowler has already bowled some frames in the current game. This is not permitted as all record of the frames already bowled would be lost. If a bowler is not going to complete a game, they should be paused for the remainder of the game, then deleted prior to the next game commencing. See Bowler Tab ▸ Pause.

  Note that while it is possible to delete all the bowled frames as well, all record of these frames actually being bowled is then lost. These frames are then considered as part of the "un-bowled" frame count, which can affect the calculations for the amount of bowling owing.

Most legacy scoring systems do not have the option to pause a bowler. However there may be an option at the bowler console to skip the bowler. Otherwise there is little choice but to delete the bowler and lose the scores

- **Bowler is already on lane x.** Do not use the **Move Bowler** button to move a bowler to a different position on the same lane. Instead, drag the bowler's name to the new position. See Move Bowler to Another Lane.

- **Bowling has taken place while the score sheet is being edited!** This message will appear when the score sheet is being edited by Touch Desk at the same time as bowling is taking place on the lanes. If the newly edited score sheet is written to the lanes, any scores that have been bowled since the score sheet was collected will be lost. This applies when any changes are made to the scores on the **Scores Tab**, or any changes are made to the bowler's names and some attributes on the **Bowlers Tab**.

  To prevent this message appearing, make sure the bowlers stop bowling while a score correction or other edit is being made.

- **Cannot check out until previous customers checked out**. The current customer cannot be checked out of a lane with bowling when there is still a previous customer not yet checked out. Click on **Previous** to Check out the previous customer first.

- **Cannot check out more than this bowler has paid!** This message appears when checking out an individual bowler and entering more games or time than the bowler has purchased. Ring-up additional games or time, or check out a smaller amount.

- **Cannot delete current terminal!** It is not possible to delete a terminal while logged in on that same terminal. It must be deleted from another terminal

- **Cannot delete the only user with OWNER level access to ADMIN!** There must always be at least one user that has OWNER level access to the Admin screens, to avoid all users from being accidentally locked out of the system.

- **Cannot delete the scores file while the booking is checked in on a lane!** Any lane for this booking must be checked out, before deleting the scores file. All scores will be lost. If in any doubt, do NOT delete the scores file.

- **Cannot get files from multiple pairs. Select only 1 pair.** When uploading files from the lanes, select only a single lane pair.

- **Cannot set Rounding Method without a Rounding Item.** You cannot specify a method for rounding cash sales, without also specifying an item to accumulate the rounding amounts. See Rounding Item.

- **Can't find Item *#12345*.** The item number shown is included in the report, but there is no such item in the database. This can occur if an item has been deleted after it has been sold, then a report is produced for the period when the item was sold.

- **Cannot modify both assigned and unassigned lockers at once.** When modifying multiple lockers, you cannot mix assigned (Active, Near-Due, Due or Over-Due) and unassigned (Free or Not Available).

- **Cannot move bowlers between lanes for different customers.** It is not possible to move a bowler to a lane that has a different customer than the current lane. See Move Bowler to Another Lane.

- **Cannot place a PAYMENT, TAX or SPECIAL type item on a key!** These item types cannot be placed on a POS screen key. In addition, only NORMAL and COMBO items can be placed on a Lane Console screen.

- **Cannot split all items from the bill!** It is not possible to split every remaining item from the bill. The last paying customer should just settle the original bill. See Sales ▸ Splitting a Bill for more information.

- **Cannot split more items than in original sale.** It is not possible to split more items than are remaining from the bill. See Sales ▸ Splitting a Bill for more information.

- **Cash Item does not require counting.** This message occurs when trying to enter individual cash banking for a user or server, when the cash item is not set to require counting or banking. See Setup ▸ Items.

- **CDE Export file is for the wrong week!** Touch Desk is attempting to check in a CDE booking, but the export file from CDE is not the correct week. Run the CDE program (BLS) and "Send League to Front Desk" making sure the week is correct.

- **CDE Export File not found! Check network is operating, re-export the league from CDE.** Touch Desk is attempting to check in a CDE booking, but the export file from CDE is not present. This may be caused by a network problem, or the file has been accidentally deleted. Run the CDE program (BLS) and "Send League to Front Desk" making sure the week is correct. Check the network is operating correctly. Often a reboot will fix network outages.

- **Changes will not take effect until Touch Desk is restarted**. Any changes made to the selection of a Database Server require the Touch Desk program to be restarted. Click on the X in the top right of the screen to close the program, then restart it from the desktop.

- **Could not update centre ID.** Touch Desk was unable to configure the database with the new centre ID, the old ID has been restored.

- **Create xx new customers and assign bowling to them?** This message appears when using the **New Sale** button from the total row of the Bowler Check-Out tab. This will create new bowlers for every bowler on the lane, and assign the appropriate bowling to them from the main customer. This is generally unnecessary, unless you wish to keep track of whose bowling the main customer is paying for, rather than just check out the lane. Click **Yes** to go ahead and create the customers, or **No** to only assign bowling to already created customers, and just leave the rest assigned to the main customer. To simply charge all bowling to the main customer without any assigns, use the New Sale button on the Main Tab.

- **Customer receipts now automatically include your registered address in the heading. Please review your banner settings in System Setup>Sales.** The banner at the top of customer receipts, and various other reports, will now automatically include you registered address and phone number. Previously, these could be manually added by setting up a banner in Admin ▸ System Setup ▸ Sales. You may now wish to review this banner to displaying a duplicate address. If your registered address is incorrect, please contact your supplier.

- **Customer ???? does not have a zero balance and cannot be deleted!** Only customers with a zero balance of games, bowling time, and money can be deleted. Note that Database Clean-up does allow bowlers with a balance to be deleted. Also, bowling balances may be cleared regularly if not used. See Admin ▸ System ▸ Customers ▸ Zero Bowling Balance.

- **Customer ???? has not been checked out of lane ?? and cannot be deleted!** Customers who are on a lane and have not been checked out cannot be deleted.

- **Check In** (or **New Booking**) **Customer from *area???***
  Main Customer Only or + **?? additional customers**.

  This message appears when a customer, or customers, have been preselected from one area for check in at another. See Working with Customers ▸ Moving Customers. The message indicates whether only the main customer has been preselected, or additional customers from the lane or table have also been preselected.

- **Database Restore can only be performed at the Database Server computer**. Only a Touch Desk installed on the database server computer can restore the database.

- **Data Exchange Tasks are only available on the Database Server computer.** Although multiple Master Touch desks can be setup to work with the master database, only the Touch Desk actually installed on the same computer as the master database can be setup Data Exchange tasks.

- **Destination lanes/tables must be Off !** The lane or table being moved to must be checked out.

- **Destination locker not found.** The locker entered as the destination for a locker move cannot be found. This message can occur when moving multiple lockers and there are insufficient destination lockers. For example, moving lockers 1-10 to locker 95 when there are only 100 lockers set up.

- **Do you wish to unlink this NFC card from this customer/user?** This message appears when double clicking on the **card #** field of a customer or user that is using NFC or smart cards for identification. Click **Yes** to unlink the card. The card will no longer be able to access this customer or user. The card will need to be reprogrammed, even if this field is restored to its original value. For hybrid systems that support both smart and simple scanned cards, delete the **card #** manually to disable the card.

- **Feature not available.** This feature of Touch Desk is not yet available. Check www.touchscore.com for updates.

- **File Exchange Service is busy!** The file exchange engine is used to transfer files to and from XL and Boss scoring, and also for rebooting and clearing some scoring types. This message indicates that the service is currently busy and cannot accept the request. Try again shortly.

- **File ??? must be located in the ??? folder! Copy this file to the ??? folder?** This message appears when a file such as a graphic or text file has been selected for use, but the file is not in the correct location. For example, to use a graphic file with Touch Score, the file must be located in the Touch Score folder. Click **YES** to copy the selected file to the correct location.

  Note that some files may require other support files, and Touch Desk will copy only the named file. If other files are required, the user must ensure they are in the correct folder.

- **Game in progress! Scores may be lost if a bowler is removed from a lane mid-game. Remove bowler from lane?**

  When a bowler is removed from a lane mid-game, some scoring systems will also lose the scores for that bowler's partial game.

  Click **Yes** to remove the bowler and lose their partial game score, else click **No** to leave the bowlers name on the lane.

- **Game is Over! Scores may be lost if a bowler is removed from a lane before the scores are cleared. Clear Scores ?**

When a bowler is removed from a lane after the game has been completed, but before the scores have been cleared from the screen, some scoring systems will lose that bowler's scores.

Click **Yes** to clear the scores from the lane and then remove the bowler, else click **No** to just remove the bowler and loose that bowler's scores.

- **Group Header for ??? not found! Check Group setting is valid**. This means that the Group that this item belongs to cannot be found. This can occur if the group header for this item has been deleted, or if the group header of this item is also a child of the item. For example, say items X and Y are **Group Headers**, and X has been configured as belonging to group Y, but Y has also been configured as belonging to group X. This is not a valid setup and will cause extraneous lines on reports if not corrected.

- **Invalid center credentials**. **Ensure Touch Desk is connected to the internet, then try again**. When programming NFC smart cards, Touch desk requires an internet connection. Make sure the internet is functioning, reboot the computer if necessary.

- **Invalid Class String**. This error can occur when trying to open the cash drawer when the OPOS driver has an invalid device name. See Admin ▸ Setup Terminals ▸ Cash Drawer .

- **Item #*12345 Item Name* has no Export Account and no Parent !** When exporting sales to an accounting program, each item that has been sold must have an Export Account name, or must belong to a group header that has an Export Account name. See Setup Items For Exporting

- **Lane xx is not currently selected.** The lane the bowler is being moved to must be selected as well as the lane the bowler is currently on. For example, to move a bowler from lane 1 to lane 2, Click on Lane 1 and 2, then click **Modify**. See Move Bowler to Another Lane.

- **Lane xx is not in booking.** The lane the bowler is being moved to is not part of the current booking.

- **Lane xx is busy. Unable to collect score sheet!** The lane is busy and Touch Desk was unable to collect the latest score sheet. Try again later.

- **Lane Control not available in Back Office**. **See Help for emergency use**. Lane Control is generally not available in the Back Office. However, in the case where the network is not working, and the lane sever is located in the Back Office, then it is possible to temporarily enable Lane Control at the Back Office. To do this, goto Admin ▸ Terminals and change the area for the usual front desk terminal to BACK OFFICE, and the area for the back office terminal to LANES and tick MASTER. The Back Office terminal can now be used as a front desk terminal. Remember to swap the settings back when the network is restored.

- **Lane is not checked in**. The lane the bowler is being moved to must be either already checked in, or about to be checked in. See Move Bowler to Another Lane.

- **Lanes are in use at another location!** The lanes that have been selected are in use on another Touch Desk terminal or location. Only one terminal can Check In/Check Out/Modify or Move a lane at the one time. If this error persists, close all Touch Desk terminals and restart them. This error can also occur if a lane has been selected in the **Sales** screen and the **Lanes** screen at the same time, but for a different function.

- **Lane Server not running!** Touch Desk is unable to connect with the Lane Server. Make sure that the Lane Server computer is running, and that the USB key is correctly connected to the Lane Server computer. If using a Soft Key, check the key is correctly activated by running the skey.exe program in the lane server folder.

  This message may also occur if more terminals than have been licensed attempt to connect with the server. In this case, the message "Too many terminals" will be shown in the log file. An upgraded licence is required to add more terminals.

  See Admin ▸ Operating Mode & Servers ▸ Lane Server Setup for more information

- **Lane X is not ON. Use Move to transfer an entire lane to another!** This message will appear when trying to use the **Send to..** button to send a score to a lane that is not on. To move bowlers to a different lane mid

game, use the **Move** button not the **Send to..** button. The **Move** button will transfer all lane information including scores, options, and booking details.

- **License has expired!** Touch Desk's license is controlled by the License Code entered in Admin ▸ Operating Mode & Servers ▸ Lane Server Seyp ▸ Lane Server Setup. In some cases, this license has an expiry date, and this date has now passed. Some parts of Touch Desk will no longer function. Contact your supplier for a license renewal.

- **Must Check Out pairs in Cross Lane ! Customers must be the same**! The lane selected for check out is in cross lane mode. A pair must be selected for checkout, not an individual lane.

  Note that it is not possible to check out lanes that belong to different customers, so both lanes of a pair must belong to the same customer.

  If trying to check out a pair that is in cross lane but has different customers, then you must either –

  - Change the pair to OPEN play

    Or

  - Change the customer so that it is the same on both lanes of the pair.

- **None of these items is for order**. Only items which have Admin ▸ Setup Items ▸ Order From set can be included on an order.

- **No room for more items !** The combo item cannot include any more items, the maximum is 10.

- **No room left on Lane xx for yyy**. The lane that the bowler is being moved to is already full. See Move Bowler to Another Lane.

- **No Shift Open.** A shift must be open in order to ring up a sale or check out a lane. See Working with Shifts. Note that a shift must be opened even for systems without the Point of Sale module enabled. This is so shift reports and general reports can be used to report on the amounts bowled, even though no sales data is present.

- **No Shift Open. Cannot check out!** A shift must be open in order to check out a lane, so as to record any bowling. See Working with Shifts.

- **No shifts found for this date!** Either a shift was never opened for this date, or it has been deleted.

- **No Supplier pricing found for this supplier. Pricing remains unchanged.** When the default supplier for an item or ingredient is changed, the saved pricing for the new supplier is loaded. This message appears when there is no saved pricing for this new supplier.

- **Not logged on!** A user must be logged on to perform this function.

- **Not enough lanes (or tables)!** Not enough lanes or tables have been selected to contain the number of customers being moved. See Working With Customers ▸ Moving Customers.

- **Notes cannot be empty for this sale!** One or more items in this sale has the Notes setting enabled, which requires that something be entered in the notes window, such as an explanation or description for the sale. Enter some notes to continue. See Admin ▸ Items ▸ Note Required.

- **Note that the backup folder must be the path as seen from the Database Server computer, not this computer.** This message appears whenever the Backup Folder location has been changed from a computer that is not the Database Server. As all backups take place at the server, this folder must contain the path to the actual backup folder as seen from the database server, which may be different to that seen from this computer. This is an information message only, it does not signify an error.

- **No transactions found!** No transactions were found for the specified dates.

- **No users were found! A default user has been created. Password: OWNER.** There are no users in the database. Touch Desk has created an owner-level user named Owner whose password is Owner. Use this password to log in and create other user accounts.

- **No Valid EFTPOS transaction for this customer**! A tip can only be added to an existing EFTPOS transaction.

- **Only NORMAL, TRUST FUND or HEADER type items can be added to a combo !** No other types, such as Payment types can be added to a combo.

- **Order has not been fully paid!** This message appears whenever the status is changed beyond READY on an order that has not been fully paid. There are 3 variations of this message -

  - **Order has not been fully paid, but customer IS on a lane or table.** The order is not paid, but the customer is currently on a lane or table, and therefore this amount will be added to the lane or table tab to be paid on check out.
  - **PAYMENT REQUIRED NOW ! Customer is NOT on a lane or table!** The customer is not on a lane or table. This order must be paid upon collection.
  - **PAYMENT REQUIRED NOW ! Customer has chosen to pay upon collection!** The order was made at the lane console by a customer that is on a lane, but they have chosen to pay upon collection of the order rather than add it to the lane or table tab.

  Note: for orders created from a sale, the sale customer must have a zero balance before the order is considered paid. For orders not created from a sale, all line items must have been rung-up with the **New Sale** button, in addition to the customer having a zero balance.

- **Password is not valid. Enter a new password.** The password that has been entered is not valid. There may be a number of reasons for this. Simply select a different password to use.

- **Password not valid !** The password is not a valid password for user.

- **Pay Later cannot be more than Total Owing**. This is not allowed as it implies a customer taking cash (or some other tender) and adding it to their bill.

- **Please Close the Cash Drawer**. The cash drawer must be closed before proceeding. See Admin ▸ Setup Terminals ▸ Wait For Close to change this behaviour.

- **POSLink driver not loaded**. When connecting to a PAX card payment terminal, the PAX POSLink driver must be installed on the system.

- **Previous Customers are different!** It is not possible to check out more than one previous customer at the one time. Check out each customer separately.

- **Sales not available in Back Office.** This terminal is configured as a back office terminal, and the Sales screen is therefore not available. See Admin ▸ Setup Terminals.

- **Save changes to rates and/or bowler links ?** This message will appear when a bowler in a saved score sheet has been re-linked to a different customer, or the rate at which the game was bowled has been changed. Click **Yes** to save the change. See Lanes ▸ Bowler Tab ▸ Link Button for more information on bowler linking.

- **Searching for a valid Lane Server. Click OK to try again, or CANCEL to run the Trial (or Master) version only.** This message will appear at start up if Touch Desk cannot connect to a lane server or when first installed. Either enter a new location for the Lane Server if it is on a different computer, or CANCEL to run the Trial version of Touch Desk.

  For Touch Desks in **Remote Access** mode, cancel will revert to **Remote Master** mode.

  See Lane Server Setup.

- **Selected lanes must be in a single block**. When transferring files to and from a group of lanes, the lanes must be in a continuous block. For example, lanes 1-10. Multiple blocks such as 1-6 and 9-10 only are not acceptable.

- **Select ONE booking to repeat!.** Select the booking to be repeated first, then click Repeat. Only one booking can be repeated.

- **Select one or more customers/bookings/reports first!** Select a customer/booking or report before clicking Edit or Delete.

- **Select only one booking/report!** The function being used supports only a single booking or report. Do not select multiple bookings or reports.

- **Select one or more lanes first !** To Check In, Check Out or Modify a lane, select the lane FIRST, then select Check In, Check Out or Modify. This message can also appear if you try to check in a cross-lane booking on a pair this is unavailable for cross-lane. For example, if one of the lanes is already checked in.

- **Shift not found !** When opening, closing or finalizing a shift, the shift record cannot be found. This should only occur if a shift has been deleted while still open.

- **Some drinks are under or over-poured and will need to be rungup**. This message will appear when changing the status of an order or an order line to CANCELLED or COMPLETED, if the order contains drinks that are linked to a liquor dispensing system, and the drinks have not been poured, or have been over-poured. The next sale performed at this terminal will contain the drinks to be rung-up by default.

- **Stock Adjustments must be posted to a terminal with a currently opened shift.** The current terminal, or the one selected, does not have a currently open shift. Select another terminal. Stock adjustments are posted as transactions, and therefore require a shift to be open.

- **System is not licensed! Cannot complete sale!** Touch Desk is not licensed and will not allow the sale to complete. This may be due to this terminal loosing communication with the Lane Server or a bad License Code. See Admin ▸ Operating Mode & Servers ▸ Lane Server Setup for more information.

- **System is not registered. Lane communications Stopped!** There is a problem with the system license. This may be due to this terminal loosing communication with the Lane Server or a bad License Code. See Admin ▸ Operating Mode & Servers ▸ Lane Server Setup for more information.

- **Payment Type is not valid !** The sale being rung up has an amount entered for a payment type that is not specified. For example, the drop down list might be empty or set to None.

- **Tables/Orders or Booking Sheet not enabled for any area**. This message will appear when clicking on the Table, Orders or Booking button when this section has not been enabled for any area. See Admin ▸ Sales Areas to enable.

- **Terminal has been deleted !** A user on another terminal has deleted this terminals settings. Touch Desk will close.

- **The database version at the Master and Remote sites is not the same!** Make sure all centres and the Master are running the same version of Touch Desk.

- **There are mixed bowling rates on this lane! Use these mixed rates?** This message may appear when the **New Sale** button on the **Main Tab** is clicked when checking out a lane. By default, this button will ring up any outstanding bowling using the default bowling rate shown on the **Main Tab**. This message indicates that some bowlers have been entered with a different bowling rate.

  Click **YES** to ring up the different rates as shown on the **Bowlers Tab**, or click **NO** to continue to use the default rate for all remaining bowling.

  Note that bowling from different bowlers at the same rate will be grouped together. This is different from the **New Sale** button at the bottom of the **Bowlers Tab**, which treats each bowler as separate.

  For example, if 2 bowlers bowl 5 frames each, the **New Sale** button on the **Main Tab** will ring up 1 game, but the **New Sale** button on the **Bowlers Tab** treats each bowler separately and will ring up 2 x 5 extra frames.

- **There is no Terminal setup data for this computer.** There is no Touch Desk terminal in the database with the same name as this computer.

  If this is a new computer replacing an existing terminal, or the name of an existing computer has been changed, then select YES when prompted and select the old terminal that is being replaced. All setup, sales and shift data associated with the old terminal will now be associated with the new.

If this is a completely new terminal, then select NO and a new terminal will be created with the default setup. Only a limited number of new terminals can be created, dependent upon your licence. See Creating a Terminal

- **This customer's credit limit is only ?? !** This message appears when attempting to ring up a sale on credit that would exceed the customer's credit limit. The sale may only proceed if the current user is allowed to edit credit limits. A similar message will appear when transferring balances to another customer, and the transfer will result in the "transferred to" customer's balance exceeding their credit limit.

- **This customer has not paid sufficent deposit for this sale!** The sale being rung up is for customers who have paid a deposit, yet this customer has not paid a deposit (or has paid insufficient deposit) for this item. The customer must be charged a deposit before the sale can proceed.

- **This lane has not been selected!** When checking a bowler out of a lane, the lane number entered must be one of the lanes selected in the Lane Information screen.

- **This Trial version allows only 50 transactions. Delete some older transactions?** This message will appear when running the Trial version of the Touch Desk, and there are already 50 transactions (or sales) saved in the database.

  Click **OK** to delete some older transactions and continue with the trial.

  Click **Cancel** to stop the new transaction being recorded and return to the **Sales** screen.

  If you did not intend to run the trial version, but have a properly licensed Touch Desk, click **Cancel** then go to Admin ▸ Operating Mode & Servers and select **Normal Mode**, and check the details in Lane Server Setup. See Installation and Setup ▸ Trial Version for more information.

- **This lane has a previous customer that has not yet Checked Out.** This message notifies the user that the previous customer on this lane has not

yet checked out. Click **Yes** to check out the previous customer now, or **No** to check out the current customer. See Lanes ▸ Check Out for more information.

- **This item is not available now.** The item that is being rung-up is not available during this price period. See Setup ▸ Items ▸ Available.

- **The POS module Is not available! The Sales screen will operate in Trial mode only. Bowling sold will not be applied to the lanes.** This message will appear whenever the Sales screen is selected on systems that do not have the Pint of Sale module enabled. The Sales screen will operate in Trail mode and will not save more than 50 transactions, and will not apply any bowling sales to the lanes. See Admin ▸ System Setup ▸ Sales ▸ Disable POS Module.

- **There is a pending payment for this customer!** This customer has made a payment that is pending approval from the payment provider. See Cloud Payments

- **This Touch Desk is an older version than the database. Upgrade Touch Desk or problems may occur.** The touch desk database was created with a newer version of Touch Desk than is currently running. This may occur if the system has been restored from backups, and the wrong version of Touch Desk has been loaded. Whenever Touch Desk is upgraded, ensure the install files are kept and used for restoring the system. Do not use any older install files. The version number is displayed at the top of the Touch Desk screen. The latest version of Touch Desk is available from www.touchscore.com. There is also an option to update from the Lane Server, for cases where the Lane Server has already been updated. See Updates for more information.

- **This type of Export not available, contact A.K.Microsystems** This type of export is not yet available. Contact A.K.Microsystems for availability of this or any other export type.

- **This user is not allowed to *perform this function*!** The current user is not of a sufficiently high user level to perform this function. Enter the password for a user with a sufficiently high level, or click cancel to abort the function.

- **Too many item levels! Check for badly defined group headers**. There is a limit of 20 levels of items. Items are arranged in groups, and these groups in turn can have sub groups, and so on down to a depth of 20. Generally only 5 or so levels would ever be required, however Touch Desk supports up to 20. A common cause of this error is when the groups have been wrongly defined, such that an item is both parent header and group member of another item. For example, say items X and Y are **Group Headers**, and X has been configured as belonging to group Y, but Y has also been configured as belonging to group X. This is not a valid setup and will cause extraneous lines on reports if not corrected.

- **Too many Taxes in use for a single sale!** There is a limit to the number of different taxes that can be applied to a single sale. If the sale contains too many different taxes, divide the sale up into two or more sales.

- **Too many terminals for the current license. Maximum allowed is ?, one of which must be assigned to the Back Office area. Please delete or reconfigure a terminal.** The number of terminals in the database exceeds the maximum allowed by the Touch Desk licence. You must either delete a terminal, reconfigure a terminal to be a Back Office terminal, or contact your supplier for an upgraded licence. See Admin ▸ Setup Terminals.

  When this message is encountered at start up, the current terminal will be temporarily reconfigured to be a Back Office terminal, to allow the program to run. Back Office terminals have no Sales screen, and can only view the Lanes screen without making alterations.

- **Touch Desk has encountered a problem. We are sorry for the inconvenience.** This message indicates that Touch Desk has encountered an internal problem. In order to assist A.K.Microsystems in solving this problem, please click **Send Error Report**. The report will be emailed to A.K.Microsystems using the email program on the computer. If this computer is not setup for email, please send the file **c:\program files\touch desk\tdesk.elf** to A.K.Microsystems by other means. Touch Desk can generally continue to be used after such a message. If Touch Desk fails to behave normally, restart it.

- **Touch Desk is already running !** Only one Touch Desk program can be running on the one computer at any time. Attempting to start another, even

with a different windows user account, will give this error. If this error persists even when no other Touch Desks are running, reboot the computer.

- **Transaction full. No more lines allowed.** There is a limit on the number of lines in any one transaction or sale. Divide extra large sales up into two or more smaller sales.

- **Transaction is in progress, press CANCEL on the card terminal to cancel.** This message appears if you click CANCEL on the EFTPOS Sale Screen while Touch Desk is awaiting completion of a transaction on the card terminal.

  To cancel the transaction, press CANCEL on the *card terminal*, and this message should disappear. If it does not disappear, then communications with the card terminal have been lost. Wait for two minutes then click cancel again. You will now have the option to disconnect from the terminal and collect payment in another form.

- **Transfer Customer not found!** The selected transfer customer cannot be found in the database. Usually occurs when the transfer to customer field has been left blank, or the customer has been deleted.

- **Unable to access card reader**. Make sure a compatible NFC card reader is installed. See Smart Card Readers.

- **Unable to find score sheet image file *filename.bmp.*** The specified file cannot be found. If multiple terminals exist, make sure the filename can be found from all terminals by including the computer name in the file name. For example *\\Front Desk 1\C\Images\MyImage.BMP.* Check that network settings allow access to this file from all terminals.

- **Unable to connect to remote database server!** This is a basic connectivity problem between the Master Touch Desk and the remote centre. Check internet connections, tunnelling program and IP address setup in Centre Setup.

- **Unable to load help file - tdesk.chm !** The help file for Touch Desk cannot be found. Reinstall Touch Desk, or manually find the file and copy it to the *C:\Program Files\Touch Desk* folder.

- **Unable to locate CDE folder on Lane Server. CDE bookings will not import! Check network and user settings.** The Touch Desk designated as the master for the lanes area must be able to access the CDE folder on the lane server, otherwise CDE leagues will NOT be imported into the booking sheet. Click on **Start ▸ Computer ▸ Network ▸ Lane Server ▸ Lane Server Data ▸ CDE**. The contents of the CDE folder should be displayed. If you are prompted for a password, or are unable to browse to this folder for any reason, then the Windows network and/or user settings are not correct. See Network Setup for details.

- **Unable to move Booking! Bad Lane or Table number!** This error will occur if a booking is dragged to a bad location on the booking sheet. For example, if a 4 lane booking is dragged to lane 9 in a 10 lane centre.

- **Unable to open com port for cash drawer/pole display!** The com port specified for the cash drawer or pole display cannot be opened. It may not exist, or it may be in use by another application or device. See Admin ▸ Terminals ▸ POS Tab for more information.

- **Unable to open export file *filename.*** The export file specified cannot be opened. The file may be opened in another application, for example the accounting package, or the current windows user account does not have permission to write the file.

- **Unable to open OPOS driver for xxx.** Touch Desk cannot open the OPOS driver for the device specified. Check that the name has been correctly entered in Admin ▸ Setup Terminals ▸ POS Tab, and that the driver as supplied by the manufacturer has been installed and configured correctly. Check that the name is spelt correctly and matches that setup in the configuration software supplied with the device.

- **Unable to program card.** Touch Desk was unable to program the NFC card. Make sure the card is in contact with the reader, and that it is the correct type of card. (MiFare Classic)

- **Unable to upgrade Database from Version xx to yy.** When a new Touch Desk update is loaded, it will attempt to upgrade the existing database to be compatible with the new version. Make sure that only one Touch Desk is running until the upgrade is complete. Also shutdown any Digital

Signage or Touch Score computers. This message may appear if two Touch Desks try to upgrade the database simultaneously. If this message still appears, contact A.K.Microsystems.

- **Version Mismatch**. The version of the Lane Server does not match the version of this Touch Desk terminal. Both programs MUST be the same version in order for the system to function correctly. If the option is present, click **Yes** to shutdown Touch Desk and install the latest version from the Lane Server, else click **No** and manually reinstall either the Lane Server or Touch Desk so that they are the same version. See Updates.

- **Warning! Backups are not taking place. Make sure Touch Desk is install on the Server**. This message appears if the regular backups have not taken place for 3 days. These backups require Touch Desk to be installed on the database server computer. See Admin ▸ Backup and Restore.

- **Warning! Centre ID Number at the centre (x) is not the same as in the Master database (y).** The ID number for this centre as entered in Admin ▸ Setup System ▸ Centre ID Number at the centre is X. The ID number for this centre as entered Admin ▸ Operating Mode & Servers ▸ Centre Setup at the remote site is Y. These two ID numbers should be the same.

- **Warning! Cloud payments are not refunded automatically by Touch Desk.** This message appears when a transaction that includes a cloud payment, whether still pending or actual, is voided. For security reasons, Touch Desk will not refund the customer automatically via the cloud payment app. This must be done manually using the payment provider's web interface or other tools.

- **Warning! Customer has a preauth which can only be completed at …** This customer has a credit card pre-authorisation that was taken at another terminal in the center as shown. This pre-authorisation can only be completed at that terminal. If you make another credit card sale at this terminal, the original pre-authorisation will still be in force in addition to this sale amount.

- **Warning! Customer still has/owes xx game/hrs. Proceed with Check Out ?** This message appears when attempting to check out a lane when the amount of bowling still owing or remaining exceeds the Check Out

Allowance. If the Check Out proceeds, the customer will still have bowling owing or remaining after the check out.

- **Warning! Disabling sync may lose customer balances at the Master permanently**. If customer syncing has been enabled, then each customers current balance is stored at the Master. Disabling sync, and therefore possibly downloading customer records may overwrite this balance. Once this occurs, the balance data cannot be recovered, except by restoring from backup.

- **Warning, firmware update to TS2 in progress. Lanes being updated should not be used.** The firmware at the lanes is being updated from the lane server. The lanes cannot be used during this time. Go to Lanes ▸ Setup Scorers ▸ Files to monitor the update.

- **Warning! Insufficient Stock of ???** There is insufficient stock of the item named to complete this sale.

- **Warning! IR Controller is being updated. Some TV control functions may not be available.** The Infra Red TV controller is being updated. This will occur whenever new software has been loaded, or the **IR Setup** program has been used to save a new remote configuration. The IR controller cannot control the TV while it is being updated. Updates should take less than a minute.

- **Warning! Lane does not support this game type.** The selected game type (10 Pin, 5 Pin etc) is not supported by one or more of the selected lanes. See Lanes ▸ Setup ▸ Supported Game and Lanes ▸ Scoring Options ▸ Game Type

- **Warning! League Extension should not be enabled while SLOW BOWLING alarm is on. Please bowl a ball first.** For Frameworx, the slow bowling and pin activity time cannot be used in League Extension mode. Enabling this mode after SLOW BOWLING has been detected can cause problems at the score table. Bowl a ball to remove the SLOW BOWLING alarm then enable League Extensions.

- **Warning ! Lanes in Workshop or Stand-Alone.** One or more of the selected lanes has been flagged as being unavailable due to maintenance or

the lane is in Stand-alone mode. This is a warning message only; it will not prevent the lanes from being used. See Lanes ▸ Lane Information Screen ▸ Other Options ▸ Workshop and Stand-Alone.

- **Warning ! Your license is temporary and expires in xx days. Contact your supplier to request a renewal.** Touch Desk's license is controlled by the License Code entered in the Admin ▸ Operating Mode & Servers ▸ Lane Server Setup ▸ Configure. In some cases, this license has an expiry date, and this message is warning that it will expire soon. Some parts of Touch Desk will not function once the license expires. You may need to contact your supplier for a license renewal.

- **Warning! Multiple lines found for this supplier. Use View Supplier Lines button to select.** The supplier has been changed, and there are more than one supplier line saved for the new supplier. One has been chosen at random and loaded. To choose a different line, use the **View Supplier Lines** button.

- **Warning! New CDE export file has arrived for an even that is already in progress!** An event has been exported from CDE, (or Re-Imported from Touch Desk) yet there are some lanes already checked in for this event. This can cause problems, for example any new settings or lane assignments may not take effect until the second game, if at all.

- **Warning! Not all lanes were selected for lighting change.** This warning appears when a change has been made to the Setup ▸ Use low light camera settings , yet the change was not applied to all lanes. This is not necessarily a problem, but as the lighting is generally the same across the whole house, this may indicate that some lanes were accidentally not selected.

- **Warning! Pack size (or buying unit size) has changed. Please review re-order quantities.** The newly selected supplier has a different pack size (or buying unit) to the previous supplier, and therefore the re-order quantities should be reviewed as they are specified in packs.

- **Warning! Payment is pending only and has not yet been credited to the customer. Beware of charging twice!** See Cloud Payments

- **Warning! Some customers still owe for bowling! Proceed with Check Out?** One or more customers on the table owe for bowling. Use the New

Sale or Link buttons to view the customer's details. See also Admin ▸ Setup System ▸ Tables Tab

- **Warning. Some settings are controlled by the Master Touch Desk and cannot be changed here!** These setting will either not be able to be changed, or will revert to original settings the next time a Data Exchange occurs. See Admin ▸ Data Exchange Tasks

- **Warning. Subscription payment OVERDUE! Subscription will be cancelled in xx days. To continue using this software please make a subscription payment now**. This message appears when this software has been licensed on a subscription basis, and the subscription payment is overdue. Note that once a payment has been made it may take a couple of days for the licence code to be automatically updated and for this message to cease appearing. If you still see this message a few days after making a payment, check that the licence code shown in Admin ▸ Operation Mode & Servers ▸ Lane Server Setup ▸ Configure Lane Server matches the one shown in the email you received when the payment was made. If not, then it can be entered manually. If you did not receive an email with a new license code within a few days of payment then contact your supplier.

- **Warning! The other lane of the pair has not been selected. It may not be possible to retrieve arrows from the other lane.** This message appears when attempting to move arrows in cross lane mode, and only one lane of the pair has been selected. Some scoring systems will not allow an arrow currently on the other lane to be moved to this lane, unless both lanes of the pair have been selected for Modifying. If the arrow move fails, select the *pair* and try again.

- **Warning! There are other bowlers/customers with tabs on this lane/table.** This message appears when using the **New Sale** button on the Main screen of a lane or table during check out, and there are other bowlers with money owing on this lane or table. Use the Bowlers Tab (lanes) or Customer Tab (tables) to view these other tabs. The **New Sale for Total** button on these screens will include all bowlers/customers.

- **Warning! There is $xx.xx still owing ! Proceed with Check Out?** A table is being checked out with total money still owing. See also Admin ▸ Setup System ▸ Tables Tab

- **Warning! This customer is not on a lane or table. This payment has not yet been authorized by the payment provider. Please confirm later that the payment has actually been authorized and processed.** This payment may fail, and the customer may owe money. If the customer is on a lane or table, this is easily noticed at time of checkout. But for other customers, it may be missed. You need to make sure the customer does not leave without paying.

- **Warning! This deposit is not for this customer.** You have selected a customer's deposit to use as payment, yet set the customer for this transaction to a different customer to that who owns the deposit.

- **Warning! There is an open/not finalized shift for the Lane Consoles.** Sales made at the Lane Consoles are attributed to shifts just like sales made elsewhere. These shifts are for a virtual terminal called **Lane Consoles.** Although the shift will be opened automatically whenever a sale is made at the consoles, it must be closed and finalized just like any other shift. This message is a warning that such a shift exists. This message will appear whenever a shift at a terminal in the Lanes Area is closed or finalized, as this is the normal time to also close or finalize the Lane Console shift.

- **Warning! This transaction included assigns and/or transfers that cannot be undone! Only the customer's own transaction will be voided.** This message appears when trying to void or undo a transaction that included assigns of bowling, or transfer of cash from multiple other customers. e.g. from a lane or table checkout with other customers included. Only the main customer's basic transaction as displayed will be voided, the assigns and/or transfers to other customers will remain. To correct any errors, return the Check-Out screen from which the original transaction was based, and ring-up appropriate amounts based on the information presented there.

- **Warning! Tip will be assigned to the current customer who is NOT the user. Use the tip button on the payment screen to include tips in a sale to a customer.** This message appears when a customer trust fund is used to track tips, and a tip is being entered directly from a key on the sales screen. When entered in this way, the tip is assigned to the customer of the sale, which should be the user that is to receive the tip. This warning appears if the customer is not the current user. If the customer is left blank,

then the current user will be used by default. This warning may be ignored if it was intended to assign the tip to someone else, for example another user. This method of tip entry should only be used when a tip is collected other than at the time of sale. If collected at the time of sale, then the tip field in the payment window should be used, as this allows the tip to be assigned to one customer (the user) while the sale is assigned to someone else (the actual customer).

- **Warning! You will no longer be able to access any transactions or shifts from a deleted terminal!** When a terminal is deleted, is not possible to created reports based on that terminal's sales data.

  The sales data is not lost, and will still appear in reports that apply to the entire centre, but any reports filtered by Area or Terminal will not include sales from the deleted terminal.

- **Warning! *Cloudapp* requires an upgrade to Touch Desk and has been disabled.** The cloud app you have chosen id not compatible with this version of Touch Desk. Contact your supplier for an upgrade.

- **XXX was created elsewhere and cannot be changed here.** When data is shared amongst centres via a Master Touch, some items can only be changed at the centre at which they were created.

9.2. Lane Server Messages

Messages from the Lane Server can be found in the Lane Server Log File. These messages can be useful in diagnosing problems with the system.

The Lane Server log file can be found at –

C:\Program Files\Lane Server\ls.txt

Or in Touch Desk at –

Admin ▸ Operating Mode & Servers ▸ Lane Server Setup ▸ View Log.

The following messages may appear in the log file. This is not a complete list as there may also be additional diagnostic messages that are for A.K.Microsystem's use only.

- **An error as been found in the configuration.** This message may also include one of the following -

    - Invalid scorer type.
    - Invalid lane numbers (1-80).
    - Invalid Pinspotter or Controller type.
    - Invalid IR Controller Setup.

- **Master SIU not on primary port.** For systems with more than one SIU, this message indicates that the master SIU was not the first SIU found. The Lane Server will automatically reconfigure the ports. This will cause a delay of several seconds each time the Lane Server restarts. Swap the master SIU to a different USB port to prevent this delay.

- **Operating System not supported.** This LCM is not compatible with the current operating system or version of Windows. Contact your supplier for an upgrade.

- **Shutdown.** Normal shutdown of the **LCM**

- **Source Command requires an SIU.** A Source Command pinspotter controller requires an **SIU** and this has not been specified in the setup

- **Startup**. Normal start-up of the **LCM**.

- **The License Code is incorrect, expected Key/SIU serial (xx) not found! Lane communications will only function for 7 days.** The License Code is valid for the current scoring and centre name, but does not match the serial number of the SIU or USB key. The expected serial number is shown in brackets. In the event of a breakdown of the SIU or the key, a substitute SIU or key can be used for up to 7 days before the system will cease to function.This allows time to obtain a new License Code from your supplier.

- **The License Code is incorrect. Max allowed Windows version is X, current version is Y. Lane communications STOPPED.** The License Code is valid for the curent scoring and centre name, but is not valid for

the current operating system. Correct operation on this operatin system cannot be guarranteed. Contact your supplier if you need a new License Code.

- **The License Code is incorrect. Licence has expired (MM/YYYY). Lane communications STOPPED.** The License Code is valid for the curent scoring and centre name, but has expired. Contact your supplier if you need a new License Code.

- **The License Code is not correct ! Lane communications will only function for 15 minutes without the correct key**. The License Code is not valid for this scoring type and centre name.

- **There is a problem with the system licence. Proper operation is not guarranteed!** This message indicates that there is a problem with the licening of the Lane Server, and that lane communications may stop shortly. See Admin ▸ Operating Mode & Servers ▸ Lane Server Setup ▸ Lane Server Status for a description of the problem.

- **Too many terminals!** Too many Touch Desk terminals have attempted to log on to the Lane Server. An upgraded licence is needed to add more terminals. See Admin ▸ Operating Mode & Servers ▸ Lane Server Setup.

- **Unable to find SIU on USB. Error x.** Either the **SIU** is not connected, or the correct driver has not been loaded. Disconnect and reconnect the **SIU**.

  The light on the **SIU** indicates the status of the driver –
  1 flash per cycle – driver loaded and **SIU** connected to the Lane Server
  2 flashes per cycle – driver loaded, but the Lane Server is not running.
  3 flashes per cycle – driver not loaded.

  If prompted for the location of the driver by Windows, browse to **C:\Program Files\Lane Server\SIU**

  Note that if an older program such as Purrfect Desk has been used on this computer, then an older type SIU driver may be present and may be loaded instead of the correct driver. To check which driver is installed, use *Device Manager*, and use the update function to change it if necessary

The two drivers appear in *Device Manager* as:

Scorer Interface Unit – this is the older WDM driver, and is not used for Touch Desk.

OR

Scorer Interface Unit (WDF) – this is the newer driver and uses the latest WDF technology. It is suitable for Windows XP,Vista, 7, 8 & 10.

- **Unable to find the Security Key ! Error x.** Either the security key is not connected or the driver for the key has not been installed. The Superpro key driver can be found at http://www.safenet-inc.com/support

- **Unable to initialize Network Communications. Error x. Rerun the Lane Server Configuration and check the network settings. Ensure WinpCap/Npcap is installed.** The Lane Server requires *WinPcap V4, Win10pcap, or Npcap (with Winpcap compatibility enabled)* to be installed in order to communicate with scoring systems that use network communications such as XL, Boss and Frameworx. *WinPcap* is suitable for Windows 7 and earlier, Win10Pcap for Windows 10, and Npcap for all Windows versions including 11.

- **Unable to open A/V Unit Port. Error x**.The COM port specified for the Frameworx A/V box cannot be opened. Make sure it is specified correctly and that no other program is using this port.

- **Unable to open HDLC device. Check SeaMAC driver installed.** Accuscore 2 and Plus system that do not use an SIU must have a Sealevel 5102S interface card installed, along with the SeaMAC driver for the card. See www.sealevel.com .

- **Unable to open Pinspotter Port. Error x.** The COM port specified for the Pinspotter Controller cannot be opened. See above.

- **Unable to open IR Port. Error x.** The COM port specified for the Infra Red TV Controller cannot be opened. See above.

10. Troubleshooting

10.1. General.

Symptom: Unable to communicate with the scoring

Solutions: See the Troubleshooting section in the Scorer Interface Unit Users Guide.

Symptom: Some Lane Information options are greyed out or missing.

Solution: Some scoring type do not support all the available options. If an option is greyed out then it is not supported. Note that TS2 scorers must be online in order for Touch Desk to correctly enable the supported options.

Symptom: Can't connect with Lane Server.

Solution: Make sure the USB key is installed on the Lane Server Computer. Make sure the HASP driver (included on the install disk) has been installed. See the Lane Server Setup guide to ensur the firewall is correctly configured.

Symptom: "Invalid Class String**"** message appears when making a sale.

Solution: An OPOS driver has been selected for a POS device, such as a cash drawer, but the device's OPOS driver has not been installed.